

Aiming Higher for
The People of
Suffolk



Newsletter 16
April 2018

Lofty Heights has two clear aims; to **improve** people's **quality of life** in their own homes whilst **providing jobs and training** for local **young people**.

Don't Miss Out On Our News!!!!

GDPR is shaking up the world as we know it. It comes into force on May 25th. (You may not have heard – it's been kept under wraps). So if you want to keep receiving all our news you will have to:

Reply to this email say 'yes, yes, yes – send me some more' – any version of a positive affirmation will do. OR go to our website and click to sign up to our newsletter – www.lofty-heights.org – head down the homepage to the News section and enter your email address.

It's very important – our list will be fully deleted after this final mailshot. It's the electronic equivalent of 'This message will self-destruct in 10, 9, 8....'



Facebook Feed



All of our estimates include the cost of legal waste disposal - we use verified skip companies and council services to make sure there are no surprises when we finish our work.

Lofty Heights
March 30, 2018

Easter Greetings and Just a Little Bit of GDPR Housekeeping -

Lofty Heights
March 29, 2018



Ever wondered why your local services keep changing names? It's to do with funding. Funders like projects, Charities and social enterprises that run services need funds. What they need is to pay staff,



Another post with that same logo? Yes. I am using the Social Enterprise UK logo on my posts this week. It's not just that we are so proud of our status. There has been a whole spate of nasty Facebook memes recently involving the before photos from hoarded homes. Now I love a good meme - they are grea...

Lofty Heights
March 26, 2018

Read our Newsletters

JULY 2017 NEWSLETTER

plea_for_percy.pdf
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* INDICATES REQUIRED FIELD

EMAIL *

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Look What You Will Miss If You Don't Subscribe!!!

Percy is Found!



We began our search for a new van last autumn. It began with a somewhat light-hearted 'Plea for Percy' campaign that was sent to all of our wonderful councillors serving every corner of Suffolk.

Well the original 'Percy' was lost to us due to the length of time it took to raise all the money. But we now have ALL of the money (£13k), and though the budget was tight, we have now located an alternative Percy. Yes, we have been using the name for sooo long now that this blue behemoth will forever be Percy to us. For those of you who will enjoy the details Percy is a medium

wheel base medium top Renault Trafic van with low mileage. He is being measured up for his new uniform as we speak and will be on the road earning his keep by the middle of May.

We want to thank all those who have helped us get this desperately needed replacement vehicle and to show just how grateful we are they will be getting a 'special invitation' to our grand unveiling ceremony in late May, avoiding of course the 'Royal Wedding'.

[You can find out how Percy gets on if you subscribe!!!!](#)

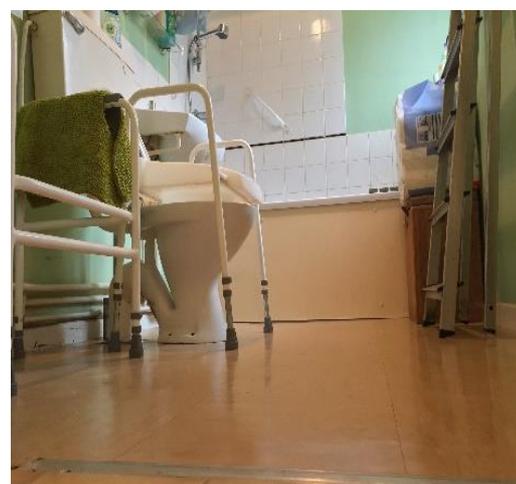
Improving Hospital Discharge Times for Ipswich and East Suffolk

Lofty Heights has assisted more than 100 hospital discharges by clearing space and moving furniture within the home so that hospital beds or mobility equipment can be installed. Those who have benefitted from our service have been patients able or prepared to pay for our help. Sadly, there have been equally as many people we have been unable to help because they were unable or unwilling to pay and as we have no funding we were unable to help. This meant that they unnecessarily blocked beds in hospital.

Anyone who follows us on Facebook or receives our newsletters regularly, will know that we do a lot to try and raise awareness and campaign for change to make the lives of vulnerable people better. So we are delighted that the NHS Ipswich & East Suffolk CCG listened to us when we made our business case to them about how working in partnership with Lofty Heights CIC we could help speed up hospital discharges and free up blocked beds.

We are in the process of tying up a few loose ends and hope to officially launch our new enhanced service soon.

The **Homeward Bound Project** will mean that, for Ipswich and East Suffolk residents who pays will no longer be an issue. We will be able to carry out up to four hours work, including travel, within a home ensuring that most homes can be ready for discharge much sooner, regardless of payment.



Yet another good reason to let us know you wish to remain on our mailing list so that we can keep you informed about this exciting new project.

New Team

We had hoped to be recruiting a new team by now. Delays with training have set us back as we have been unable to get the support of a local college we have previously worked with. We are currently looking into alternatives. The constant lack of funding is our challenge. If we had the financial resources we could independently commission the training we need for our bespoke programme of training and employment opportunities. This time round we want to target Care Leavers.



Are there any funders or commissioners reading this prepared to help us, help young people then please contact olive@lofty-heights.org

Take a look at the difference we have made:



This is the first crew! Taken back in 2012 when most of our goals were well out of reach. This is Dave (left), Shahab (centre) and Derrick (right).

Dave and Shahab are still with us. They have nearly six years of work history on their CV's, six years of specialised work experience. They not only work with all manner of power tools and equipment but they have also worked in challenging environments, with people that are often classed as challenging too!

Dave is our Team Leader, he has recently put his foot on the property ladder. Shahab is family man and welcomed an addition to his family only last year. Derrick left Lofty Heights to begin his own small mechanics business. We are very proud to be part of their story.

This is our latest team photo. Taken last year, can you see how we've grown?

You can see Dave and Shahab have been joined by Simon (hiding on the far left) and Alex (central in the hat). They came to us with no transport, zero confidence, and no experience. Simon passed his driving test and Alex has a motorbike (he also renovates and customises bikes in his free time).

They are ready to share their experience with a new team. Talk to us if you work with NEETs who would like a real chance at work experience and not just a 6-week training course.



Help us to carry on extending opportunities to young people in YOUR community!

You can find out how our new intake takes shape if you subscribe!!!!

Case Study - Dancing Back to Happiness

Our case study this month focuses on how we go above and beyond for our customers. Especially when I tell you that we have talked ourselves out of paid work.

History



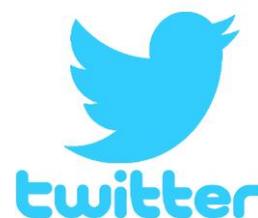
We were called to visit a gentleman, Mr A. He was elderly, having severe balance problems and had made several calls to emergency services in the previous year. He was very proud of his home and struggled to purchase and upkeep it throughout his life. As such, he was determined to only leave the property 'in a box, when they carry me out'. The hospital had determined that a hospital bed would reduce many of the risks he faced at home. So, we carried out an assessment based on needing to remove the existing bed to enable this to be installed.

Discovery

We found that the property was deeply unsuitable for his fitness and mobility needs. Access and egress was restricted; in part due to the physical access, but also the amount of clutter within the home seriously hampered safe movement. Mr A was housebound because of those circumstances. He was deeply lonely and isolated. During the visit he talked at length about his working life. Mr A was a very successful ballet dancer, he worked for years with the Russian Ballet. For years he travelled the world, trained and performed at the highest level.

The Twitter Storm

From that visit things snowballed. We immediately raised the loneliness issue on Twitter and Facebook. From that Sally Connick, CAS's Good Neighbour Scheme, used her Twitter resources to raise the profile of our plea. 20,000 re-tweets later we had many offers of befriending. Four of whom contacted us directly through email. Also, we have made connections with Suffolk Sporting Memories – they record the lives of Suffolk residents, capturing the remarkable and everyday aspects of Suffolk life.



Outcome

It has taken time to find a befriending scheme that covers this part of Suffolk and covers home visits. Suffolk Befriending Scheme has offered to carry out the checking and verification of these volunteers and will monitor and manage the introductions for all involved. Mr A has been so impressed with the information provided about sheltered housing that he is considering moving soon. This is a massive turnaround in outlook from our initial assessment visit. We also have hopes that the befrienders will be able to record Mr A's stories for several of the digital history recording groups. We also have a grand plan to introduce Suffolk Befriending Scheme to CAS's Good Neighbour Scheme with a plan to cross promote those services.

Lofty Heights never carried out that bed disposal. We have not carried out any physical work at the property, so no charges have been made for all that work.

You can keep up to date with all our case studies if you say 'Yes' to our newsletter!!!!

Extending the Opportunities We Give to Young People

Our office team work on a mostly part-time basis, it is fair to say that we were struggling. Lofty Heights has been involved with the SE UK project to create and imbed systems to better record our impact, we've had the GDPR looming over our systems, and we've run a hugely successful campaign to replace our van. We also have the next team intake ahead of us.

We knew we needed to find some additional support. Most businesses would phone the temp agency to get someone in to carry out the work in as short a time as possible to reduce the financial burden.

Lofty Heights doesn't work like that! We looked at the problem and considered how we could use it as an opportunity. We spoke to Talent Match about offering a work experience placement to a young person needing to improve their CV.

Tim Baskett at Talent Match (now also 'talent-matched' to a full time job of his own) introduced us to Curtis. At first Curtis was deeply shy, being in a work environment made him anxious and he needed support from Talent Match to work through this. There are many young people desperate to work but unable to prove their worth from their CV alone.

Do you know what we discovered about Curtis? He is a very talented photographer. He doesn't just take a good snap – he is a fine photographer. Curtis' knowledge of photography has enabled Lofty Heights to produce a video as part of a funding application we are working on.

He is part cyborg! Well he hasn't told me this but I know it – I just know it! He has fixed complex imaging problems for graphics with just the power of his mind. I might be over-egging this now but he a genius with computer software and has saved me, personally, several days of weeping over computer programs to solve complex issues for us. He is fully conversant with setting up and maintaining websites, something that he did for a project with a friend.

All this and he is possibly one of the nicest young men I have met.

A Word from Curtis



"I joined lofty heights about 8 weeks ago as work experience as part of Talent Match. At first I was meant to only do 4 weeks but stayed on because I enjoyed it so much. I have learnt many things like for instance, sorting of the storeroom, tidying the storeroom, organizing clothes and whatever may arrive from the jobs that lofty heights do. The work lofty heights do is amazing and helps so many people and they are a lovely and welcoming team. During my time my health has also been improving as I've got something to wake to on Monday and gets me up and about doing stuff rather than sitting indoors not doing anything. I do struggle with anxiety, depression and insomnia so finding and keeping work is very hard but lofty heights help with that by giving me work to do. It's been a pleasure to work with lofty heights."

To follow the adventures of Curtis don't forget to subscribe!!



Extending Opportunities to Older People too!

Sorry Rob, not calling you old at all! We have three directors. They give their time and energy to Lofty Heights CIC for free. The experience and skills they bring are immeasurable. It is also a great deal of responsibility to be a director.

Here are a few words from Rob Hart, Lofty Heights CIC Director since 2016:

"I give my time and expertise to Lofty Heights as they match my own social objectives in regards to helping young people who have for whatever reason fallen through the net and provide them with employment opportunities whilst support people in the community."



Words form Olive

Award Nomination

We started the New Year with a lovely surprise by learning we had been nominated for the Suffolk Coastal Business and Community Awards. We were invited to a lovely celebration event at Milsons, Kesgrave in March and ended up as finalists in the Developing People Category. We didn't win but were we touched by the fact that someone took the time and thought enough about our work in the community to nominate us.

Impact Measuring

We have been part of a project with Social Enterprise UK and other social enterprises, helping to co-design Impact Management Tools <https://impactsupport.org> . We have an opportunity to test them in two new pieces of work we're undertaking this year. So watch this space.

At times our work is difficult and challenging so it always pleases me to receive feedback from satisfied customers or to hear staff from other organisations sing our praises. Here's some of the feedback we have received recently all of which we use to demonstrate the impact our work has on the lives of vulnerable people.

'You've given me hope' 'Your lovely sincere people' 'What lovely young men, so polite' 'Thank you my guardian angel' 'This must be where you turn into a contortionist + bend over backwards'



Taking time out to write our quarterly newsletter provides the team and I a great opportunity to stop, take a breath and reflect on what we have achieved or things that provided a challenge. Things can go unnoticed or unappreciated when we are all so busy day today.

The newsletter also provides me with an opportunity to thank all those people who help make Lofty Heights CIC the success it is. As CEO of Lofty Heights CIC, I feel blessed to have such a committed team of people around me. Talented staff prepared to go above and beyond what they are paid to do, unpaid directors who have supported and believed in my vision from day one and who I know I can call upon at any time for help and advice. Thank you

I hope you enjoy our latest newsletter learning about some of the things we have been up to recently and that you will want to continue to keep up with all our news in the future. Remember if you would like to continue receiving copies email **YES** to info@lofty-heights.org or sign up to our newsletter through our website.