

Lofty Heights has two clear aims; to provide **loft emptying and de-cluttering services** to enable people to enjoy a **better quality of life** in their own home, and to **provide jobs and training** for local young people.

Reflection

As spring approaches we have been reflecting on our achievements in the last 12 months: and what a busy year it was!



Demand for our **de-cluttering** services continues to grow as we become more widely recognised for the caring and compassionate way we work with people who live in cluttered homes.

Our **loft emptying** service tends to be seasonal as people only start to think about emptying their lofts as they turn the heating on in October or return the Christmas decorations in January. However, clearing your loft during the spring and summer means that you can have it insulated ready for the winter months meaning that you will be warm, energy efficient and cost effective sooner. There is the added bonus of car boot sales and village fairs running through this period giving you the opportunity to turn your unwanted goods from "trash into cash".

We also saw an increased demand in our **garden clearance** service. We helped a range of people, whose gardens had got out of hand for varying reasons; our team of young people helped to tidy them up so that their gardens could be more manageable in the future. De-cluttering your shed, or garage, is another great opportunity to make an extra few pounds at the car boot by selling on redundant tools or that old bike which is taking up precious space.



This March we were delighted to be 'Highly Commended' by Chief Constable Gareth Wilson following nomination for a National Crime Beat award following nomination from the High Sherriff of Suffolk, Judith Shallow. This award recognises the work we do in the community with vulnerable people and helping to reduce 'door step' crime, neighbour disputes and anti-social behaviour.

As we look forward to Spring and Summer we are excited about the prospect of getting out and helping more people in their homes and gardens and the more work we undertake the more employment opportunities we can give to more young people. If you would like more information or a quote for any of our services please contact Olive on 07745215114.

Carers Project

We are delighted to be able to continue offering all of our services at a subsidized rate to family carers, thanks to The Suffolk County Council Carers Innovation Grant. So if you are a family carer and you need a 'helping hand' with a practical job about the home please get in touch?



New Service Development - Loft Storage Platforms

During our clearance projects we couldn't help but notice how lack of storage in the home can cause problems. To help with this two members of our team have recently completed training to **install loft storage platforms** and our first few installations have been a great success, on the left of the page is a picture of us building a loft storage platform, for more information about the system visit <http://www.loftzone.co.uk/> or give Olive a ring to arrange a survey.



Employment and Training

Lofty Height is all about providing training and employment opportunities to young people who, with ongoing support, develop and learn new skills 'on the job' and work as a team towards our ethos of being 'the best'. We are so proud to receive lots of positive feedback about our "polite, hardworking, caring and understanding" team. One of our customers said *"To all at Lofty Heights another job done well many thanks"*.

As many of our customers are family carers, older or vulnerable people our recent training has focused on: Dementia Awareness, Bereavement, Listening and Communication Skills, Fuel Poverty and Health. We want our customers, and those recommending our services, to have confidence that anyone using our services are in safe hands and know that we care about what we do and do it to the best of our ability, whatever the job.

www.lofty-heights.org

olive@lofty-heights.org

01473 871109

Our Team Achievements

We see Lofty Heights as an 'escalator' where the only qualifications required becoming a member of our team is: a willingness to be open to learning, being receptive to opportunity and working hard. As our young people progress up the 'escalator' they develop new confidence and skills and start, perhaps for the first time, to think about their future. Once they near the top of the 'escalator' we support them in updating their CV's and applying for jobs; when we spot they are ready to get off the 'escalator' we work to help them move into full time permanent employment.

We are very proud of all of our young people and invite you to share in celebrating some of their recent achievements:



Simon has been with us for 15 months and with help from Talent Match, one of our partners, recently gained a Forklift License. Simon is also learning to drive and we're confident he will soon pass his test. He is hardworking and prepared to travel in order to fulfil his dream of getting a job where he can work fulltime and drive a forklift. *Can you help us to help Simon take his next big step?* If you know of any businesses that can give him an opportunity please get in touch with us at Lofty Heights.



Dave, who has been with Lofty Heights from the beginning, has been promoted into a team leader role and a fine job he is doing too. He is not only our main van driver, he has been helping out on survey visits, leading the team on jobs, getting involved in office admin and recently taken responsibility for our Facebook page using it to show off the great work the team do. So check out our Facebook page every **#TransformationTuesday** and see the difference Lofty Heights makes.



Health Project Update

At Lofty Heights we know that to be a 'good' employee you also need to be healthy but we also know that long-term unemployment has a serious long-term detrimental effect on physical health and mental well-being, impacting negatively on future 'life chances'.

The aim of the Health Project was to improve future life chances and seven long-term unemployed young people completed the course, which ran one day a week for six months and ended in December 2015. The syllabus included: a six week Cook and Eat course run by Live Well Suffolk; Managing Money and Budgeting provided by Ipswich Building Society; physical activity taster sessions; and discussions around mental health, relationships, men's health, smoking cessation, sexual health, drugs and alcohol. There was also fun along the way with a fishing trip and visit to the Natural History Museum in London.

As part of the scheme we offered 'points' for active participation, attentiveness and demonstration of putting what had been learned into practice. These 'points' could then be converted into prizes that would make a difference to the 'future life chances' of the individual:

One participant chose to apply for a passport, so that he had a form of ID which would allow him to open a bank account and support an application for private accommodation. It has also raised his aspirations and for the first time given him hope for the future that one day he might get to visit America.

Other prizes included driving lessons, as a driving license provided the opportunity to travel anywhere in the county for work, and tools which have allowed the gentleman to practice what he had learned at college about repairing motorcycles, as his long term ambition is to run his own garage.

We packed a lot into the time and all who participated said they were surprised how much they got out of it. By the end of the programme many of the participants felt that they had gained confidence, felt less anxious, had a focus to their week, thought more about what they ate or tried to take more physical activity. Since completing the course 2 of the participants remain in employment with Lofty Heights; a third is actively involved in his local community; a fourth has completed a Health & Safety and Safe Food Handling Course; and a fifth is participating in a Princess-Trust Programme.

Warmer, Cosier
Homes start with
Lofty Heights



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Funding – your support could make a difference

As a 'not for profit' Social Enterprise we can only generate income, to train and pay our young people, by charging for the services we offer. Like all small businesses we have to ensure we have the correct insurances, pay a living wage and in the not too distant future sign all our employees up to a pension scheme.

If you are a budget holder, commissioner of services, grant making trust, local company or anyone else who can provide us with some funding to enable to offer our services for free or at a greatly reduced rate then we would love to hear from you. Your support would allow us to help even more people in the community, both the customers we work with and the young people we train and employee. The other way people can support us it remember that our services are available to all and consider using us the next time you need a job doing.

Finally

So with spring in the air we are looking forward to working in more lofts and gardens and de-cluttering more homes. For more information about any of our services please give Olive a call on 07745215114.

Olive Quinton
Founding CEO
Lofty Heights
April 2016