

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.



## GREAT START TO THE NEW YEAR

This year has gone off to a fantastic start for us. We have moved into our new office in Mallard House Business Centre in Little Bealings. This enables us to have our own base to start work from each day, as well as storing all of our equipment, and welcoming visitors and guests. If you are ever in the area please do pop in and say hello, we'd always be pleased to see you.

We also have our brand new website, which has been created from the kindness of the "Good for Nothing" team. It has much more information on there about all of our services, our team and more. Please do have a look round it and let us know what you think; we are incredibly pleased and grateful with all of their hard work.

Here is our new office address, telephone number and website:

**The Station Offices' Suite,  
Mallard House Business Centre,**

**The Street,  
Little Bealings,  
Woodbridge,  
IP13 6LT  
01473 871109**



[www.lofty-heights.org](http://www.lofty-heights.org)

PAGE 1



**Lofty Heights**

**Achievements of 2014**

- Recruiting New Team
- Owning our own Van
- Recruited Juliet
- New Website
- Hoarding Conference
- New office space

## WELCOME TO THE NEWEST MEMBERS OF THE TEAM



**Adam Griffiths**



**Alex Barker**



**Simon Bond**

Following our recent recruitment programme, we are delighted to announce that we have three new members joining the Lofty Heights team: Adam Griffiths, Alex Barker and Simon Bond. The three young men were selected after demonstrating how much they wanted an opportunity with Lofty Heights by working hard during their time at Otley College and whilst on work experience with us. It was an incredibly hard decision as all eight candidates recruited to our training programme worked hard, and should all be congratulated on the hard work they put into the programme.

Their training consisted of health and safety, customer service and volunteering with ActivGardens and taking part in their Garden Gate programme where they learnt garden skills that will be useful to Lofty Heights. We are all about offering young people employment and giving them a good start; please help to promote our services so that we can offer opportunities to more young people.



## **NEW HEALTH IMPROVEMENT PROGRAMME FOR YOUNG PEOPLE**

Over the past two years we have been defining and developing our successful innovative approach to training and employing NEET young people. In that time we have learned that engaging with NEETS is challenging, time consuming and extremely rewarding. However, they require high levels of support and encouragement to address their learning needs and improve their longer term health and employability skills.

We have recently received funding to run a Health Improvement programme. Aimed at NEETS in Suffolk, the programme will cover healthy eating, physical activity, mental health awareness, managing money and much more. It is recognised that these are a hard to reach group and engaging them in the Health and Wellbeing programme such as this may prove challenging. To address this the project will incorporate an incentive scheme, rewarding active participation in the programme.

Points would be earned through active participation and evidence of behaviour change. The points would be turned into a reward that will improve the individual young person's health and wellbeing and future life chances; the offers could include help towards the cost of applying for a provisional driving license or covering the cost of taking a driving theory test. The programme also aims to offer life experiences chances that many NEETS haven't experienced before, such as travelling by train or visiting areas outside Suffolk.

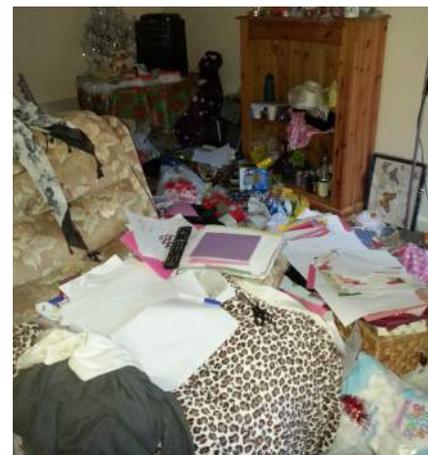
Working in partnership with Suffolk Family Carers, the Lofty Heights team will be involving young adults who are family carers, and hope to hold some focus group sessions at the new MyGo centre in Ipswich. If you would like more information please contact Olive on **01473 871109** or **olive@lofty-heights.org**.

## De-Cluttering Case Study

We were asked by the landlord to help the customer to de-clutter his flat as they were highly anxious about the fire risk due to the large quantity of clutter and, in particular, the large quantity of empty aerosol cans.

### Assessment visit:

We were introduced to the customer by the Scheme Manager who then left us. The customer was very ashamed of 'the mess' and said he didn't understand at all why he didn't clear up. He suffers with diabetes and a heart condition but does not consider this limits him physically. He did not want us to see in any of his other rooms although the Scheme Manager advised that both kitchen and bathroom are currently unusable as completely full of rubbish and clutter.



### Action Plan:

We agreed to just doing an initial 3 hour piece of work with the customer as he was still very insistent that he could de-clutter the flat himself, despite having already been given several weeks to do so. A date was agreed, but a few days before this he rang to cancel as he said his GP had agreed that it would be better if he did the clearing himself. However the landlord did not agree to this so the appointment was re-booked for us to clear the rubbish from the living room and kitchen.

### Work Carried out:

He welcomed us into his flat and we were able to set to work immediately as he seemed to have accepted having our help. We cleared the living room floor of all rubbish and gave it a vacuum. We suggested helping him de-clutter his table and sofa and doing some dusting but he said he wanted to do this himself. We then cleared the kitchen of all rubbish.

### Signposting:

We suggested he employ a regular cleaner to help him keep on top of it. We also encouraged him to continue seeking support from his GP.

### Outcome:

His kitchen is now useable where previously it had been impossible to enter. His living room now looks much better and the Scheme Manager is hoping to help him to get a new armchair, possibly replace the carpet and get the room decorated.

### Reflections:

The strain of this 'hiding' was clearly becoming too much, so despite his desire to resist help he was aware that he needed it and must accept it.