

Adra

The latest information
and stories from
your local area
Summer 2020



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A message from Ffrancon

This newsletter will land on your doorstep during a very strange time.

I've been working from home and haven't been in the office since March as our offices are closed. I've been amazed how well we've all adapted and used video calls instead of face to face meetings. The dog certainly enjoys me being home more. I would like to thank all of you for your patience during these difficult times. But colourful rainbow images in everyone's windows is certainly a signal of hope. Please remember, we are still here for you but in a slightly different way. Don't hesitate to get in touch with us if you have a problem.

Regards,

Ffrancon Williams,
Chief Executive, Adra

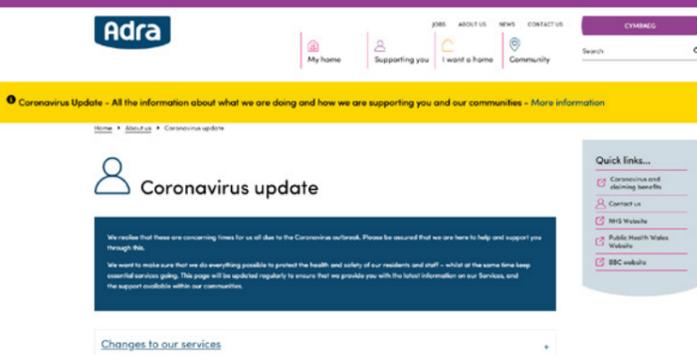
Ffrancon Williams,
Chief Executive Adra



Thank you to Shannon, three years old from Minfordd for these pictures

Information on our website

We've created a special page on our website with updates to our services. Visit adra.co.uk and click on the yellow banner. Things change all the time so be sure to keep yourself up to date.



Our offices are currently closed due to the Coronavirus crisis. But don't worry we're still here for you:

Email: enquiries@adra.co.uk

By phone: **0300 123 8084**

Social media: [@adrataicyf](https://www.instagram.com/adrataicyf)

Website: adra.co.uk

Sometimes a chat can make a world of difference. Contact us to talk to one of our officers to see what we can do to help.

Help and support if you're experiencing or know someone experiencing domestic abuse or sexual violence during the coronavirus emergency

It's a difficult and worrying time for everyone at the moment, but even more difficult and worrying for people who don't feel safe at home.

Useful contact details:

- Call 999 if it's an emergency.
- Live Fear Free Helpline: 0808 80 10 800
Text: 07860 077333
Email: info@livefearfreehelpline.wales (available 24 hours a day 7 days a week)
- Gorwel Gwynedd & Anglesey Domestic Abuse Service: 0300 111 2121
- Women's Aid – Help and support for women that suffer abuse: 01248 679 052
- Men's Advice Line – Help and support for men that suffer abuse: 0333 567 0556

Help for Children:

- NSPCC Helpline: 0808 800 5000
- Childline: 0800 1111
- BAWSO: (Information, Advice and Support for Black & Minority Ethnic people in Wales) 01978 355 818
- National Helpline for Domestic Abuse (24 hours): 0808 2000 247

Or phone one of our officers to discuss any worries **0300 123 8084**.

 **Live Fear Free Helpline**
0808 80 10 800

 cefnogaeth a mwyl • support and more
Gorwel

Tips to keep as safe as possible if you're a victim of Domestic Abuse

- Keep in touch with family and friends in any way possible, over Whatsapp, Messenger, texting, phoning, video calls, skype. But be careful while doing this in a safe way. Others could be listening.
- Think of a word to use in an emergency so that those close to you will know that you need help and to phone the police.
- If possible, keep essential items close by, think of options on how to keep them safe, leave them with a trusted neighbour.
- Make sure that your mobile phone battery is full all the time.
- Download the app called Hollie Guard. It's activated by shaking or hitting the phone, and will contact the person you've chosen straight away to let them know where you are and send evidence directly to their phone.
- Don't drink alcohol together as this can raise the probability of a violent attack. If he or she insists, try and pour lemonade on your drink. Alcohol reduces your ability to run, defend yourself and escape.
- If you have children, ask them to choose a safe room in the house, with a lock if you can, and teach them how to phone 999 in an emergency.
- Be more careful than usual when walking up the stairs, brushing your hair, using hair straighteners, or when cleaning with anything that includes acid.
- If you need help straight away, please call 999 and then press 55 to let the police know that you can't talk but that you need help.

Money Matters



Our Rents and Income Team

As it's an uncertain time for many people, we understand you may be worried about changes to your income and your ability to pay the rent and other important bills and expenses.

If there are any changes to your circumstances, such as employment or housing benefit, please let us know as soon as possible. Our rents team can advise you on what to do next and direct you on for more advice and support if required.

We work with the Citizens Advice Bureau, who provide free impartial advice, and Gwaith Gwynedd who can help support you towards new employment and training. We're here to

help, and can put you in touch with the right support services. Please do get in touch on 0300 123 8084.

Welsh Government Advice

The Welsh Government has written to every social housing tenant in Wales to make sure you are treated fairly and to make it clear what your rights are in light of the Coronavirus pandemic.

We've put this letter on our website. Let us know if you would like us to send you a printed copy.

Working for Adra during Coronavirus

Carwyn George, Community Housing Coordinator at Adra, answers our questions

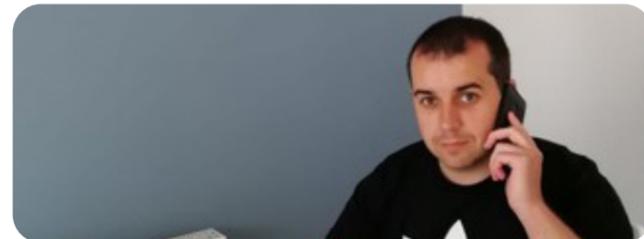
What are the main responsibilities of your job usually?

I'm responsible for the management of our tenancies, ensuring that our neighbourhoods are safe and places that people want to live in. My work includes researching and working on anti-social behaviour, noise nuisance, house, the condition of gardens and communal areas.

Another part of my work is identifying and supporting vulnerable customers, and we work closely with supporting agencies such as local authorities, the Police and others to make sure that the right support is provided to those who need it.

How has that changed since Coronavirus?

As a result of social distancing, our offices are closed so currently working from home. Even though it's a different way of working, what I'm actually doing is the same in terms of the day to day responsibilities and the service we're providing.



What are the main elements of your job at the moment?

As well as continuing to deal with general anti-social behaviour cases, we are now also dealing with completely new cases since lockdown. One example of this would be responding to neighbours and individuals who chose to ignore the Government's social distancing rules, which causes nuisance and worry for their neighbours.

Also, since lockdown has begun, I'm one of the staff members who has been carrying out welfare calls to all our elderly and vulnerable tenants to make sure they're ok, and have enough support and a way to receive the essential items they need such as food and medicine during this time.

What has Adra been doing during the Coronavirus crisis?

We have been trying our best to help local communities in Gwynedd in the best way, during this worrying time. Here is a flavour of some activities we've been involved in:

- The use of food banks in Gwynedd has increased a lot. This is why we are working in partnership with Gwynedd Council to support Gwynedd's Food Banks, by contributing to buy essential products to distribute to all food banks across the county.
- Our office in Bangor, Tŷ Coch, has been transformed to a Coronavirus Testing Centre for NHS staff as the office is closed to staff at the moment. We're proud of being able to help the NHS and work with Betsi Cadwaladr Health board at this time.
- We have managed to get extra PPE and have shared them with care workers who work for Gwynedd Council.
- Our staff members have also been distributing PPE, provided by Gwynedd Council, to 30 different locations for volunteers and community groups.
- We've arranged a social distancing sing along concert to raise residents' spirits at Hafan Elan, Llanrug.
- We've phoned vulnerable tenants and the over 70s to check if anyone needs help and that people are OK. We call many back if they ask us. Total of 2500 phone calls have been made.
- Making sure that gas appliances in our tenants' homes are safe.
- Carrying out emergency repairs at our tenants' homes.
- Working with Gwynedd Council to phone tenants on the Welsh Government's shielding high risk Coronavirus list, to let them know about the support available to them.
- Created a Coronavirus web page on our website and updating the page with the latest information and service updates.

We are still here for you, but in a slightly different way.



We want to hear from you

We would like to hear your views on how we have responded to the Covid-19 outbreak, and to receive your feedback on the support that has been available to you and how we have kept you updated during this time. We would also be interested in hearing your suggestions about any changes you believe we should make to our services for the future as a result of the Covid-19 outbreak. If you would like to take part and share your views, head over to our website: adra.co.uk to complete a short survey, or alternatively you can call us on 0300 123 8084 and we can complete the survey with you over the phone.

The fantastic work of volunteers in the community during Coronavirus



Ensuring that you are safe and supported during this time has been our priority. That's why we have partnered with Mantell Gwynedd to offer additional help and support to those who are self-isolating at home and need a helping hand with some practical tasks.

As a result of our welfare calls to our 2500 elderly and vulnerable tenants, we have matched over 70 tenants with local volunteers to provide support through the Mantell Gwynedd 'Buddy Scheme'. These volunteers have been providing help with tasks such as food shopping, collecting prescriptions and providing befriending calls.

Gwyndaf Evans from Caernarfon is one tenant who has benefitted from this scheme, and is being supported by his volunteering buddy, Marjory Shaw. Gwyndaf has been advised to stay at home, so Marjory helps with picking up his prescription and delivering it to his door.

Elin Williams, Adra's Community Involvement Manager, said: "I am

in awe of the incredible work that is being done by volunteers through this buddy scheme, and in all other local volunteer groups that have been set up across our communities. It's heart-warming to see how people have come together to support their neighbours and communities through this

incredibly challenging time, and to see new friendships like Gwyndaf and Marjory developing as a result of this."

Marjory, a volunteer has said:

"As you grow older you discover that you have two hands, one for helping yourself, the other for helping others."



If you need support with shopping, collecting prescriptions or would like someone to get in touch for a friendly chat over the phone, please contact Charlotte Hogan, who can help match you with a volunteer in your area: community@adra.co.uk or 0300 123 8084.

Music and song raise spirits at Llanrug

A special concert was arranged at Hafan Elan, Llanrug, one of our sheltered housing sites. Hafan Elan is home to 30 people, who receive support from our staff members.

It was Beverly Allsup our Supporting Housing Officer who decided to arrange the concert.

Beverly said: "Jonathan sang with an amplifier so that the residents could hear and see from their windows and doors. He sang "Somewhere Over the Rainbow", "Yma o Hyd" and "You'll never Walk Alone."

"It was a sunny afternoon and we had created flags with rainbows on them too, to cheer everyone up."

Elin Williams, Community Involvement Manager at Adra said: "Many of our tenants have been feeling lonely and miss social interaction and companionship.

"The aim of this short concert was to raise spirits and give people an opportunity to enjoy music and song, and not think about Coronavirus for a short time, while ensuring that everyone keeps their social distance to ensure everyone's safe as well."

Eilwen Charters, who lives in Hafod Elan, said: "I've been keeping busy during this time of staying home, we're lucky here of our close



community, everyone looks after each other and I enjoyed the concert."

The S4C Programme "Heno" also filmed the concert and interviewed tenants, which made the day even more special. If you'd like to watch a clip of the concert and hear Jonathan singing, visit our Facebook page @adrataicyf



Keeping the community spirit alive in Dolgellau

Our tenants in Dolgellau have been busy organising events to lift our spirits over the past weeks. Residents at Ffordd y Felin had live music in their garden and observing social distancing rules, to raise money for the Health Service by having a cake table where everyone could donate. They also had a karaoke car where people could nominate a song for a donation to the charity. We love hearing stories like this about how you've been spending your time during these strange times. Thanks Dolgellau residents for keeping the community spirit alive.



Celebrating a century

As all of us know by now many things have been cancelled recently, but one thing we can't cancel is birthdays! One person having a very special birthday in lockdown this year is Mr Wilfred Kirkham a tenant from Tywyn. On 15 May he celebrated turning 100! To wish him a happy birthday his neighbours came out to sing happy birthday to him. It was a pleasure to present a hamper of local goods for him to enjoy.

Jennifer Morris our Supported Housing Officer in the area said:

"It's not everyday that one of our tenants turns a 100. It's a big event, and we couldn't let it go by without some sort of a celebration. It was a pleasure to be a part of the singing on the street and presenting the gift to Mr Kirkham."

Happy birthday to you Mr Kirkham and congratulations for reaching this very special milestone!

Community Stars

The COVID-19 pandemic has seen our communities pull together with people across the region volunteering to help and support others.

Do you know someone who has made a positive difference or gone the extra mile to help others in our communities? If so, why not nominate them for an award under our Community Stars Scheme.

Nominating someone for an award is easy, simply contact our Community Involvement Team by phoning 0300 1238084 or e-mailing cymunedol@adra.co.uk

Playing Bingo!



At Hafan Deg, an Adra sheltered housing site in Barmouth, the residents have been playing Bingo to entertain themselves during this period of staying home.

A member of the community got in touch with our Community Housing Officer, Helen Charlton, to ask if it would be possible for her to arrange social distancing bingo to entertain residents.

The volunteer has been doing this by playing Bingo through the window and outside with residents.

Helen Charlton, Community Housing Officer at Adra has said:

"Thanks to Alison Brooker, Cathy Berridge and Erin Jones from the local community for organising this. I've enjoyed helping with this and many of our tenants certainly enjoyed joining in the fun and playing the game.

"We we're trying to cheer up and raise spirits of the Hafan Deg residents, as well as help people to keep busy and have something to do while self-isolating."

Gwynedd Food Banks Information

COVID-19 restrictions mean that businesses such as cafes and hotels can't open and as a result they have a lot of stock that needs to be used. Our wardens have been busy collecting donations from local businesses to give to the food banks. Thanks to Gwynedd Council for organising this.



So remember if you need to use a food bank, here are details of local food banks near you:

Bangor Cathedral Food Bank

Bangor – Plaid Cymru Office

Arfon Food Bank – Gwyrfaï Centre, Caernarfon

Barmouth – Revelation

Dolgellau – Methodist Church

Porthmadog – The Big Rock Cafe

Tywyn – Advent Bookshop

Bala – Manna Christian book shop

Ffestiniog Food Bank – Church Hall

Pwllheli Food Bank – Old Ethel Austin

Denbigh – Chapel Street

Wrexham – The Salvation Army & ARK Community Centre

Face to face over the phone

If all of this technology is new to you, we work with Techangels that can help you over the phone. Let our Community Involvement Team know if you want to get in touch with them.



Whatsapp

This app can do a lot of things – send messages, phone calls and also video calls. Press the 'video camera' button in a chat with a person to call them. You can also do group chats to phone up to eight people at the same time. Everything within this app is FREE.



Messenger

Messenger is an app from Facebook. Similar to Whatsapp, Messenger is a free app that you can use to send photos and messages. You can make video calls with one or more person, again there are no fees or charges.



Zoom

Originally created for businesses, Zoom is more suitable for chats with large groups. If you are organising a family quiz, Zoom would be a great choice. Visit their website to create an account – it's FREE.

Charity of the year

Every year at Adra we choose a charity to support. Several activities are held in our offices throughout the year to raise money – from cake bakes to selling books. Over the past year we have been supporting a local charity called Gafael Llaw. Gafael Llaw raise money to help and support children and families that suffer from cancer.

They do amazing work locally. During the last year they've installed a brand-new sensory room at Ysbyty Gwynedd – a very valuable room for children who are in the hospital for long periods of time. **We are very proud that we've been able to support this charity over the past year and managed to raise over £3,600 that will go towards supporting their work.**



**Awyr Las
Blue Sky**

Elusen GIG Gogledd Cymru
The North Wales NHS Charity

A huge thank you to all the staff at Adra who have donated.

Now, its time to move on and choose a new charity to support for the next year. Our staff have voted to support another local charity. Blue Sky, helps people across North Wales to benefit from the services of our National Health Service during times when they need it the most. We can't wait for the fund-raising ideas we have over the next 12 months to take shape and support Blue Sky.

Wordsearch

Spring is finally here and it's lovely to see an improvement in the weather and leaves on the trees again. Here is a wordsearch full of things that remind us of spring to keep you busy.



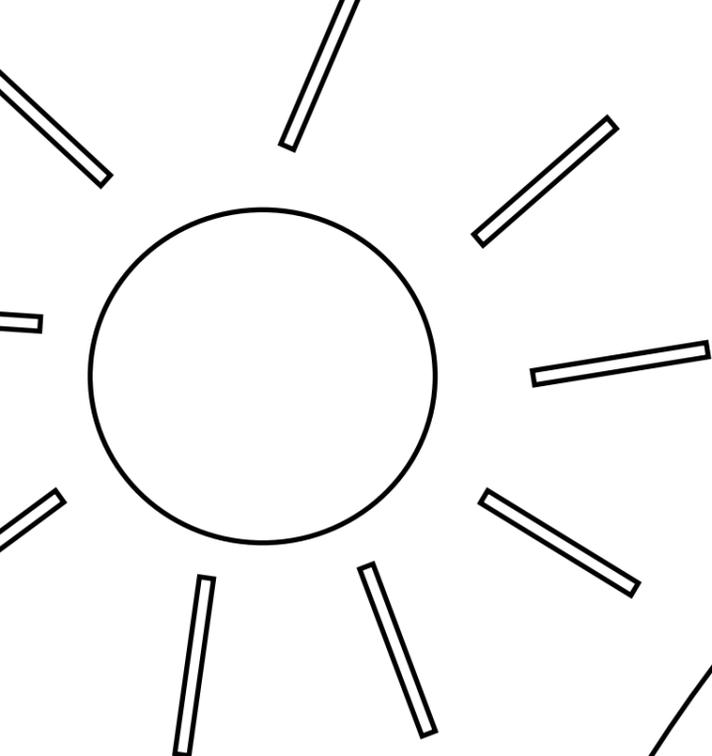
3		8	1		2
2	1		3	6	4
		2	4		
8	9			1	6
	6				5
7	2			4	9
		5	9		
9	4		8	7	5
6		1	7		3

Sudoku

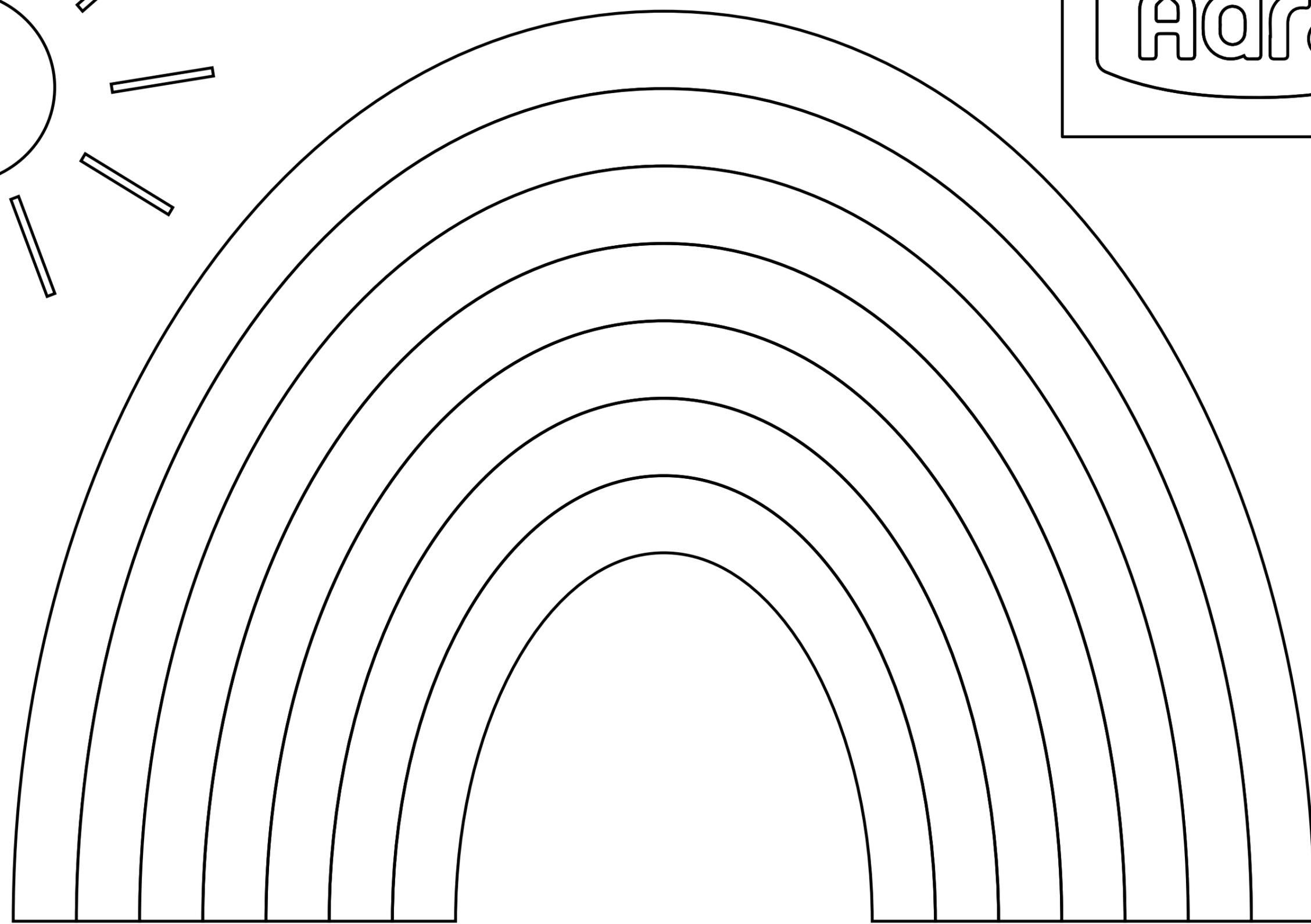
To keep you entertained during the lockdown period, why not give this sudoku a try? Or if you've done one before, why not teach others how to do one? Every number between 1 and 9 should appear in every box and in every row across and down.

Good luck!





Adra



Daw eto haul ar fryn