

THE FOCUS

TARGETING NEWS FOR
UNITED WELSH SUPPORTED HOUSING TENANTS



WINTER 2007

Nadolig
Llawen a
Blwyddyn
Newydd
Dda...

Merry
Christmas
and a
Happy
New Year...

Win £100 –
see inside!

...from
United
Welsh

Chance to win £100!
All forms submitted must reach us before
23rd December 2007 for a chance to win a £100 prize.
See the form for more details.

Help us to improve our services

Could you advise us if you currently live in a property that you would like to see improved with you?

Name: _____ Title: _____

Address: _____

Postcode: _____

Phone: _____

Are you a tenant? Yes No

Are you a landlord? Yes No

Are you a council tenant? Yes No

Are you a private tenant? Yes No

Are you a shared tenant? Yes No

Are you a sub-tenant? Yes No

Are you a licensee? Yes No

Are you a lodger? Yes No

Are you a tenant in common? Yes No

Are you a joint tenant? Yes No

Are you a sole tenant? Yes No

Are you a leaseholder? Yes No

Are you a freeholder? Yes No

Are you a mortgagee? Yes No

Are you a lender? Yes No

Are you a guarantor? Yes No

Are you a tenant on a long lease? Yes No

Are you a tenant on a short lease? Yes No

Are you a tenant on a licence? Yes No

Are you a tenant on a leasehold? Yes No

Are you a tenant on a leasehold with a mortgage? Yes No

Are you a tenant on a leasehold with a mortgage on the lease? Yes No

Are you a tenant on a leasehold with a mortgage on the freehold? Yes No

Are you a tenant on a leasehold with a mortgage on both the lease and the freehold? Yes No

Are you a tenant on a leasehold with a mortgage on the lease and the freehold with a guarantee? Yes No

Are you a tenant on a leasehold with a mortgage on the lease and the freehold with a guarantee and a sub-mortgage? Yes No

Are you a tenant on a leasehold with a mortgage on the lease and the freehold with a guarantee and a sub-mortgage and a sub-mortgage? Yes No

Mae y chylchgrawn hon ar gael hefyd mewn
Cymraeg. I gofyn am mwy o gwybodaith ffon
0800 2940195

Contact United Welsh on our new
FREEPHONE telephone number -
0800 2940195

Welcome to the Winter 2007 edition of The Focus

We hope that you enjoy the newsletter and find it useful as a way of finding out more about United Welsh and your supported housing tenancy or licence.

- We are always pleased to print articles, recipes and news from you and don't forget there is a prize for everything we publish plus £15 star prizes for best articles and recipes. There is also a prize if we publish your nomination for a brilliant support worker!
- We are also always looking for volunteers to join The Focus editorial board. This is a very friendly and informal group so if you've ever fancied trying your hand at journalism, give us a call!
- Inside this edition you will also find a survey we are sending to all our supported housing tenants. Please try to spare a few minutes and take part in this survey about how we communicate with you. Not only will you be helping us improve our services, you could also win £100!
- Some of you may recall attending a focus group organised by United Welsh looking at our complaints process. We have listened to what people said at the

event and changed our process to allow for two additional ways that supported housing residents can make complaints and comments to us.

- In future, on request a member of staff will call to see you to take your complaint in person. Alternatively, you can use a form that we have designed to make it easier to get your views across if you prefer to do this in writing. You can still telephone, write a letter or visit our office, as you have always been able to.

Finally, may I wish everyone season's greetings and a very happy 2008!

Chris Rutson
Head of Support Services

Holiday Office Closures

United Welsh offices will close at 5pm on Monday 24th December and will re-open at 9am on Wednesday 2nd January 2008

If you need an emergency repair when the offices are closed please phone:

01443 879 537 For emergencies only!

The Focus is available in other formats, please contact us for further information
email: thefocus@uwha.co.uk



Is your voice being heard?

Would you like your voice to be heard?
Could you represent your fellow tenants?
Why not join voice4tenants?

voice4tenants is a group which presents the views of all tenants to United Welsh.

The executive committee meets about ten times a year, to discuss things that are affecting people who live in United Welsh houses, such as maintenance; an issue that we are aware affects many Supported Housing tenants.

Supported Housing tenants have always had the chance to be members of the executive. However, for reasons outside our control there have only been a couple of Supported Housing tenants, which means that your views may not have been properly represented.

The executive is elected every summer and at a recent meeting it was decided tenants living in supported housing should be able to stand for election to the executive, and that there would be four dedicated supported housing places to be observers to the executive.

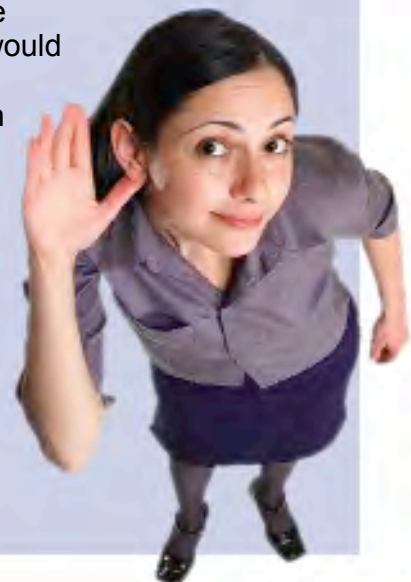
As an observer you will be able to express your views and the views of other people living

in housing with United Welsh. It is important that representatives are found so that the views of supported housing tenants are fully considered.

Observers will be helped in getting to and from the meetings, and lunch is normally provided. Any training you may need will be also given to you.

We hope that anyone becoming an observer would get the experience to be able to stand for election to the executive, so if you or anyone you know would be interested in learning more please contact me on 02920 858 148 or ask your support worker to help you.

Malcolm Marshall
Support Services
Team Leader



Emergency repairs in Supported Housing

This article is written to remind you of our procedures in relation to emergency repairs. Emergency repairs are defined as ‘Any repair required to avoid: danger to health, risk to safety, and risk of serious damage to buildings or tenants’ property’.

Emergency repairs can be reported in either of two ways:

By telephoning our Freephone number **0800 294 0195** during normal office hours; or by telephoning **01443 879 537** after 5pm on weekdays and anytime on weekends.

Under our ‘Maintenance Service Standards Compact’, we aim to attend and make safe all emergency repairs within 3 hours of the fault being reported.

If you report an emergency, make sure someone is there to let the contractor in. If they attend on an emergency and cannot gain access you might be liable for the cost of the call out.

Emergency repairs are... Any repair required to avoid danger to health, risk to safety and risk of serious damage to buildings or tenants’ property

Examples of likely emergency repairs include:

- Burst water pipes
- Blocked toilet (if it is the only toilet)
- No electricity
- Broken windows – we will board up the window and then replace during normal working hours
- Loss of heating (not during Summer months)
- Bad roof leaks
- Securing property

For less urgent repairs, we will aim to attend within three days. This could include toilets that will not flush, water leaks or a blocked hand basin.

Finally, for some non-urgent repairs, we will attempt to attend within twenty-eight days.

Our Customer Service Advisors will be able to tell you which priority your repair has been given and you will also get a letter confirming the projected completion date.

Further information on repairs is available in the tenant’s handbook, please ask your support provider to let you see a copy.



For emergency repairs phone Freephone number 0800 294 0195 during normal office hours or 01443 879 539 after 5pm on weekdays and anytime on weekends.

Best contractor... ..Ian!

Congratulations to Ian Hinton from Quadron services who has been nominated as “Best Contractor”.

Teresa Reynolds, a supported housing tenant living in Tonyrefail nominated Ian after he had been to her house and carried out a repair. Teresa said that Ian was “very helpful” and described how he solved a long term problem

with blocked drains. Teresa was awarded a big box of chocolates for nominating Ian.

Ian also recently carried out a repair for Caerphilly Women’s Aid – who gave him a glowing reference and



Did you know? United Welsh spent £180,000 on repairs to our supported housing last year! That’s over 2,000 repairs!

nominated him for a prize. In light of all this good work, we at The Focus decided to reward Ian by putting his picture in the newsletter and awarding him the prize of a case of beer which we’re sure he will drink responsibly.

Hi everyone,

My name is Betty Bennett and I live with Allyson Jones and Gwyneth Hatton. We would like to let everybody know how happy we are in our new home. I am 79 years old and could not manage the stairs in my home so I was very pleased when I moved to the bungalow it is a lovely home and I love living here.

Gwyneth said it is so peaceful, the neighbours are very friendly and the bungalow is beautiful. Allyson said when she moved in she felt like she was living in Dallas!

We would like to thank United Welsh for a lovely property and we would like to thank Alan's Furnishings in Brynmawr for being so friendly and helpful when we bought our furniture from there. The furniture was beautiful and very well priced. When Alan delivered our furniture he put it where we wanted and even rang us afterwards to see if we were happy and then sent a bouquet of flowers when we moved in. We would also like to thank all the support staff for all their hard work and support.

We have sent a photo of us all in our house warming party - it is me in the middle, Allyson on my right and Gwyneth on my left. We are all very happy!

Betty Bennett



A state-of-the-art bu
...a taste of thi



United Welsh officially opened a state-of-the-art supported housing bungalow in Blaina providing accommodation for people with learning difficulties and built specifically to meet the needs of the tenants.

As with all new buildings constructed by United Welsh, the bungalow contains a number of environmental features. These include solar panels for heating hot water and sun-pipes to allow light into dark areas of the building.

As you can see from the pictures – the tenants, their support workers and families have done a fantastic job decorating the house beautifully.

Congratulations and good luck in your new home!

**ungalow...
ngs to come!**

Getting involved

Giving everyone the chance to have a say in decisions that affect their home

Earlier this year the Welsh Assembly Government advised all housing associations that they should come up with a strategy for involving tenants.

The Assembly Government believes involving the public is essential to improving all public services. So, in the summer, United Welsh set up a group, involving tenants, staff and Managing Agents to create a strategy that will apply to all United Welsh tenants.

To do this we must also consider whether the interests of all our Supported Housing tenants are met. We will have to make sure measures are in place that encourage you to fully take part in the running of your home. Tenant participation does not mean that you are told the areas of concern, it has to be a two way process if it is to be successful.

The strategy has five aims:

1. To encourage the involvement of empowered tenants in decision-making, with staff supporting them to do this.
2. To develop compacts (agreements) to ensure tenants' needs are met.
3. To ask for our tenant's views for future home building.
4. To make sure Tenancy Conditions are suitable for both you and United Welsh, your landlord.
5. To work together to ensure that United Welsh tenants can live in a good positive environment where they feel safe.

We recognize that people have different needs and that different ways of involvement will be required, so we are not looking for a one size fits all solution. We are asking you and your Support Provider to put forward their suggestions.

If you've got any suggestions on how supported housing tenants could be fully involved we would welcome your comments. Also, if anything is needed to allow you to take part we would listen to your ideas.

We hope to give everyone the opportunity to comment on the strategy we've come up with in the New Year; However if you are interested in learning more please contact us or ask your support worker and we will be happy to talk to you.

**Malcolm Marshall
Support Services Team Leader**

Need help with legal problems?



There is only one number that you need!

You may qualify for free legal advice through Community Legal Services Direct.

Community Legal Services Direct gives independent confidential advice over the phone to people who live on a low income or benefits. The service is funded by the government so it's provided free. If you qualify for legal aid, you can get advice about debt, benefits and tax credits, education, employment and housing problems.

If you have Internet access, you can see if you are eligible by using the on-line calculator on the service website at www.clsdirect.org.uk - the website also has lots of information leaflets about common legal problems which can be read on-line or downloaded free by anybody, whether you qualify for legal aid or not. The leaflets

- explain the law and help you get the right advice.
- The clsdirect website also has general information and legal factsheets available in many languages and the leaflets are also available in Braille or on audiotape.

- There is a helpline on **0845 345 4 345** for advice. Calls are charged at local rate (mobile charges vary) but if you are worried about the cost you can ask Community Legal Services Direct to call you back.

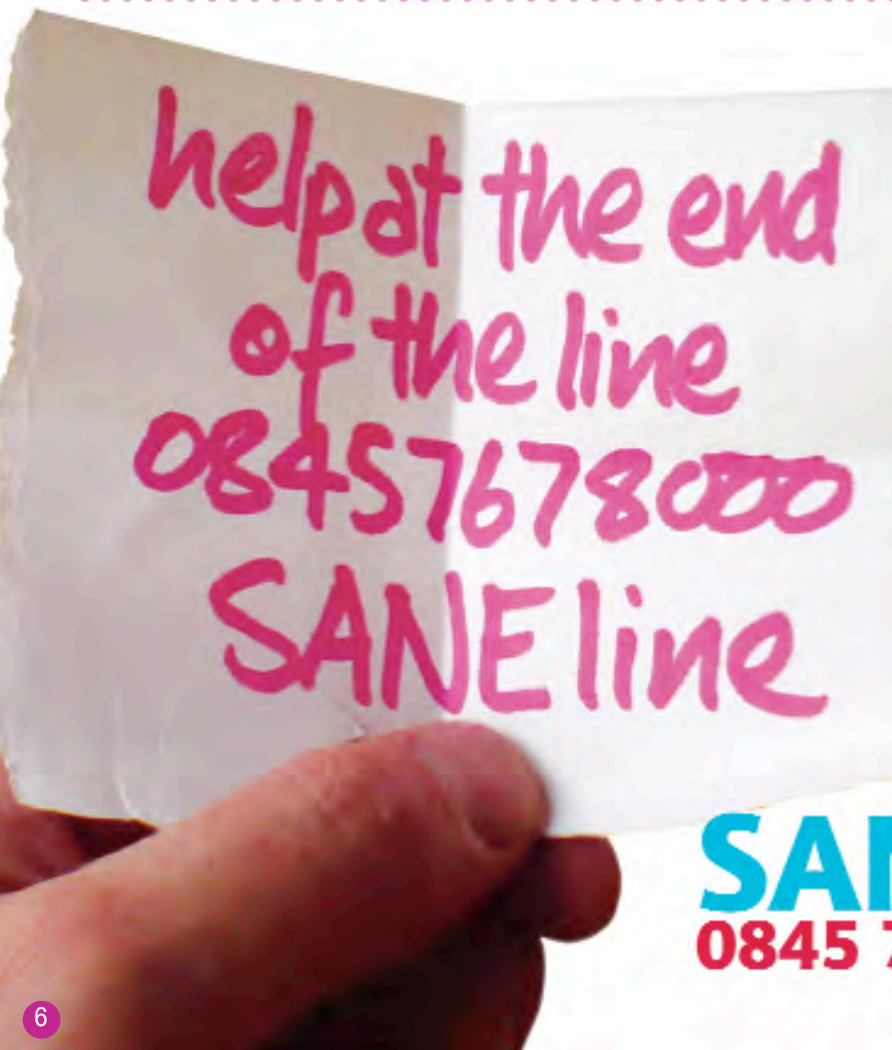
- The helpline also offers a translation service for callers who prefer to use a language other than English. Typetalk users can contact the service on **180010845 345 4 345**.

Community
Legal Service



0845 345 4 345
www.clsdirect.org.uk

0845 345 4 345



SANEline is the only national, out-of-hours telephone helpline for anyone affected by mental health problems.

SANEline offers emotional and crisis support to people with mental health problems, their families and friends as well as offering information to professionals and organisations working in the mental health field.

For more information visit www.sane.org.uk or send an e-mail to SANEemail@sane.org.uk

The website also includes fact sheets which can be printed off or downloaded for free, covering topics from depression to schizophrenia, obsessions and talking treatments.

SANEline

0845 767 8000



SANE
.org.uk

WHAT'S ON AT



HOUSE?



Award winners!

Oak House resident Sally Ann Haines would like to nominate our cleaners for an award.

“Lynne and Jo are great, they come in every day to clean and they’re always in a good mood. They always go out of their way to have a chat and they’re never slow to tell us to clear up after ourselves. In the summer they donated some plants for the garden, so come on guys, let’s reward them with their own bunch of flowers.” Congratulations Lynne and Jo from everyone at The Focus, and thanks for all your hard work! *Picture left to right, Lynn, Sally Ann and Jo*

House Meeting and Curry Night

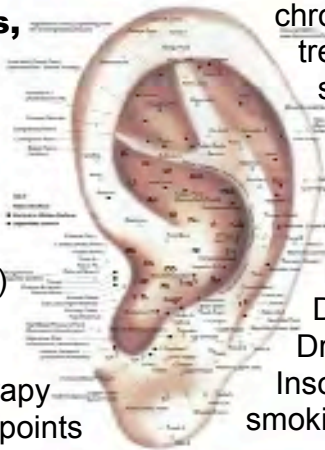
Back in August we decided to combine our House Meeting with a curry night. Mart Griffiths, temporary Manager at the time, and Claire did the shopping and a few of us got together to prepare the veg and chicken for the curry.

While everything was cooking we had our House Meeting which turned out to be one of the best ever because there were so many people there and we were able to sort out a few problems we had about keeping the kitchens clean. We also decided that we’d have a trip to Porthcawl.

Acupuncture

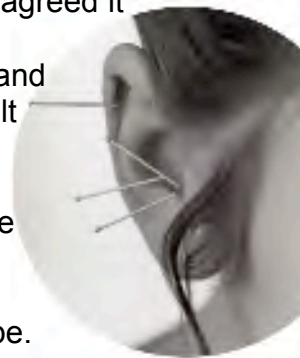
Mark Worrall, one of our Support Workers, has started doing regular Auricular Acupuncture sessions at Oak House.

Auricular (or Ear) Acupuncture is a specialised complementary therapy where acupuncture points



on the outer ear are treated, using five tiny needles. Most chronic complaints can be treated effectively and simply with Auricular Acupuncture. Success rates can be as high at 95%. Here are just some of the complaints that can be treated; Anxiety, Depression, Addiction to Drugs/Alcohol, Indigestion, Insomnia, Migraine, Giving up smoking etc.

At first some residents were apprehensive but because they could get together as a group they decided to give it a go and at the end they agreed it certainly had relieved stress and anxiety. They felt calmer, so they could feel the benefit and were keen to find out when the next session would be.



A great day out in...

...Porthcawl!



In the summer we had a day out in Porthcawl. The sun was out and we set off by minibus with Cliff at the wheel.

After we’d parked up we split into groups and did our own thing. Some of us went to the funfair, some had a look around the outdoor market and a few of us even had a paddle in the sea.

It was great, one of our group hadn’t been to the seaside before so it was a real treat to see her so excited.

On the way back we stopped to visit a resident who was in hospital. All in all a good day out.

My tomato plant!

I started off with a little stem with a couple of leaves on it, which was in a cup. I laughed and wondered whether it would actually have tomatoes growing off it but I thought I'd give it a chance and wait to see if it would grow any bigger and start sprouting out some flowers.

I put the stem on my windowsill in the sun. I watered it every morning and every night and day by day it grew bigger and bigger, until the day came when I had to transfer my plant to a bigger pot. I then carried on watering it as before - every morning and every night. Whilst watering it one morning I noticed it had a small yellow flower on it which told me that there was life on my window sill! That raised my hopes of growing tomatoes and I knew my first tomato wasn't going to be too long.

If I was going to succeed in getting any tomatoes, I needed something a bit stronger than water - so I went up my grandfather's and got some Tomorite (tomato food). I took the Tomorite back to my house and started feeding my plant the same as last time, twice a day, but with Tomorite in the water about twice a week. My plant was now about a half-a-foot tall and it wasn't going to stop there.

As the weeks went by more and more tomatoes were popping through and it started to get on my nerves but I was determined not to give up. I waited and waited and the plant grew and grew. It grew so much it was too big to fit on my windowsill so I had to cut the tops of the stems down a bit so it would fit.

The day came when I had my first red tomato so I picked it off and gave it to Tim to see what his verdict was. He said, "Lovely mate, really sweet" and then I knew my tomatoes were edible and I carried on with my mission. As the weeks went by I was growing more and more which Tim was having no problems getting rid of, since they were so nice. I think I should have sold them to the public!

After a few weeks I started to run out of tomatoes so I picked the ones that were left and gave them to Tim. I am happy with my tomato growing skills, it's just a shame I don't like to eat them. I was by far the best tomato grower in the building and I'm looking forward to doing something like that again.

As the weeks went by more and more tomatoes were popping through... I was determined not to give up.



...I was by far the best tomato grower in the building and I'm looking forward to doing something like that again.

After a few weeks I started to run out of tomatoes so I picked the ones that were left and gave them to Tim. I am happy with my tomato growing skills, it's just a shame I don't like to eat them. I was by far the best tomato grower in the building and I'm looking forward to doing something like that again.

By Kirk Davies
Old Bakery
Project

★ **Star article!**
Winner of £15
gift voucher



FOCUS on Food

Ryan's Pizza



On the 2nd of October, Ryan and I made a pizza which we'd been planning for a while. I had given Ryan a list of ingredients and he picked them up from the supermarket...

Method

Before making the dough, we finely chopped a medium onion and softened it in oil on a low heat before adding a tin of tomatoes and a squeeze of tomato paste. We then seasoned and reduced the tomato and onion to a puree.

To make the dough you start by mixing 1½ teaspoons of dried yeast and a teaspoon of sugar into four fluid ounces of warm water. You mix the yeast and sugar and leave for fifteen minutes until the mixture is frothy.

You then sift the flour and salt into a bowl, add the egg, the olive oil and then the yeast mixture and mix. The dough should be pliable and leave the bowl clean.

Flour your hands and the work surface, then transfer the dough from the bowl and knead for 10 minutes. The dough should feel silky and elastic in texture.

Rub the dough in olive oil then place it back in the bowl and cover with a damp cloth for an hour. Once the dough has risen, knead for another five minutes then roll, or press, into shape.

With the pizza dough on the tray Ryan added the tomato and onion mixture and covered it in grated Cheddar cheese and sliced Mozzarella. He then cooked the pizza for 20 minutes.

Ryan was extremely pleased with his pizza, as he should have been since it was delicious. Ryan shared his cheese and tomato pizza with other residents and staff.

Linda Lewis, The Old Bakery project

Ingredients

Tin of tomatoes, 2 types of cheese, 1 onion

Pizza Dough: 8oz of strong flour, 1 teaspoon (tsp) of salt, 1½ tsps of dried yeast, 1 tsp of sugar, 2 tsp of olive oil, 3-4 fl oz of warm water, 1 egg.

These are not just **any** fresh vegetables...

We gave a tomato plant to each resident to look after in his or her flat to see who could produce the most tomatoes, this proved popular with the residents as they would discuss between themselves how big their plants were growing (see full story on page 8).

Back out in the garden we planted potatoes in recycled tyres to save space, when the time came to dig up the potatoes the atmosphere was thick with anticipation of how they would turn out, with the end result being almost 3lb of potatoes.

Some of the ingredients were used by the residents to make a vegetable curry (pictured below), which they all enjoyed.

Staff and Residents at the Old Bakery Housing Project have been busy turning the back garden into a vegetable patch to encourage the residents to eat healthy food.

The lawn was dug up to provide space to plant a range of vegetables including cabbage, peas, beans, beetroot, lettuce and tomatoes.

... these are **Old Bakery** vegetables!



1 in 5 Did you know that... people in Wales are living in Fuel Poverty?



Fuel poverty means not being able to afford to heat your home.

What causes fuel poverty?

According to the Welsh Assembly Government, the high levels of fuel poverty in Wales are due to a combination of:

- Low income
- Poor energy efficiency
- High fuel prices

The effects of fuel poverty

- If you are not able to pay your bills you may find yourself in fuel debt.
- If you try to reduce your fuel bills, your home will be poorly heated, which could also lead to condensation, dampness and mould growth.
- You could find yourself suffering from cold-related illnesses, asthma, respiratory illnesses, allergies, stress and anxiety.

What to do if you are in Fuel Poverty?

Contact the Energy Efficiency Advice Centre - 0800 512 012. This is a free helpline managed by the Energy Saving Trust. They will give you impartial advice on how to escape fuel poverty.

Affordable warmth for all

By getting rid of fuel poverty, households will be able to achieve "affordable warmth".

United Welsh has set up a group to develop an affordable warmth strategy. This will ensure that our maintenance programmes and our new houses include energy efficiency as a priority, and that our repairs are used to install measures which will take vulnerable households out of fuel poverty.



Are you missing out on... Free services and many other benefits?

How you can save money and energy

With gas and electricity prices on the increase, now is the time for everyone to take action to reduce their bills and save energy.

energywatch, the gas and electricity watchdog can provide you with free, independent help and advice on all gas and electricity matters.

They can also:

- Take up complaints on your behalf, if you have not been able to resolve them directly with your energy supplier.
- Provide price comparison information that highlights the cheapest supplier for your gas and electricity based on your postcode.
- Supply you with information on how to manage your bills and help to avoid debt.
- Provide energy tips on how to keep your home warmer and save money.

- Register you for free services or reduced tariffs from your supplier. You may be entitled to receive services such as a password protection scheme, quarterly meter readings and more if you are of pensionable age, registered disabled, have long term ill health or are hearing or visually impaired.

If you or someone you know would like more information or advice you can:

Visit the energywatch website at:
www.energywatch.org.uk

Telephone: 0845 688 9594

Email: priority.consumers@energywatch.org.uk

Write to: energywatch, Percy House,
Percy Street, Newcastle NE1 4PW



You can do it... when you BBQ kit it!



From this.....to this!

How to construct a brick barbecue

Ingredients: pile of bricks, mortar, trowel, spirit level and tea

Method: drink tea, re-arrange bricks and apply ready mixed mortar, wait one day, drink more tea, remove mortar and re-apply five times. Easy!

So here's the plan, to make a barbecue using a basic kit from B&Q with additional materials from a builders merchant.

Steve (Support Worker) and Nathan (a Prep tenant) collected the equipment then went to the local builders merchant to collect the bricks (about 140) and also a few bags of ready mixed mortar.

We unloaded the bricks/mortar/kit and then came the big decision, who would be doing the construction work? At this point everyone's eyes glazed over, some people started whistling softly, and we all decided to put the kettle on for a cuppa prior to making any further "monumental" decisions!!

Following a lot of discussion and head scratching, with general soul searching, Steve and Nathan planned out the work, laying out the bricks to see how the thing will look upon completion while Dave, our Manager, gave us some tips that turn out to be totally useless (bless him) so we plodded on with the dummy run, I know a lot about dummies.

The practice was looking good so we decided to go for it, Nathan mixed up the mortar, Steve became the brickie, laying the first course, and it looked good, a bit uneven, but would be fine. We then left it for a day to see how the mortar would be, and the next day when we examined our work - lo and behold, the mortar had not set, we proceeded to take all the mortar off the laid bricks and start afresh, this time adjusting the water content in the mix and keeping our fingers crossed.

Next day Nathan approached the brickwork with some trepidation, "Had they set hard?" he thought, "Nope!!" Obviously a new plan of action was needed but first - put the kettle on.

Can you believe we continued having the same problems with the mortar mix for another four attempts! Finally it was agreed to abandon this mortar in favour of another type, so back to B&Q.

By now the interest had widened as another tenant, Richard decided to take over as brickie, Nathan continued to do the mixing with a

little bit of bricklaying, passers by look puzzled to see the construction being started yet again, Dave (Manager) gave us some more tips!

Over the weekend Simon (a member of Prep Staff) joined in the fun together with Nathan, Richard and with a bit of supervision from Dima (also a tenant) needless to say a lot of bricks were laid and a lot of tea was consumed, and the barbecue was finally finished, and while it may not be the straightest, or prettiest, it certainly took a lot of effort, team working, and perseverance. The work was topped off by a nice barbecue lunch for all concerned.

Well done to everyone!

Steve Aubin, Prep Projects Support Worker

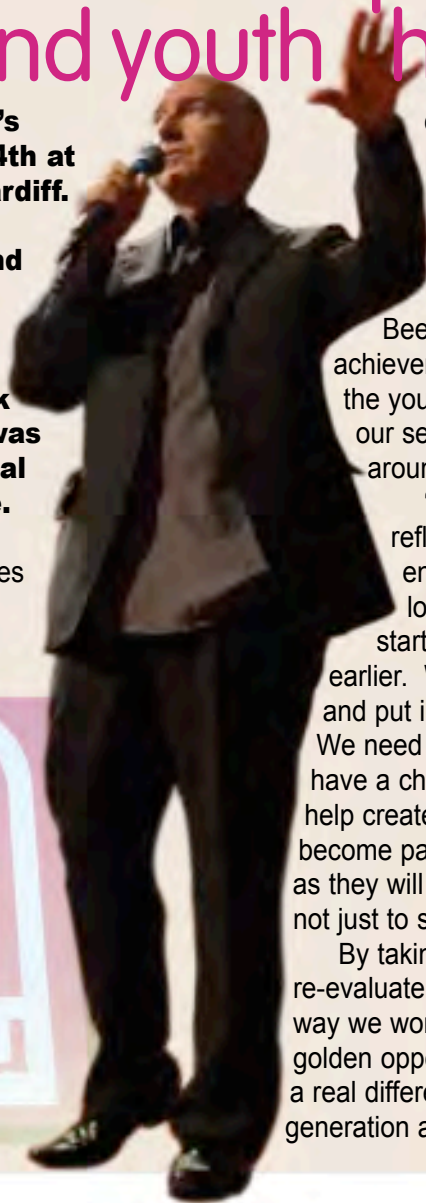
P.S. Paula Kennedy, Head of Housing & Community Services for United Welsh, visited Prep and congratulated us on the barbecue, but Paula did comment that we probably won't be contracted to build any housing for United Welsh in the near future. Cheeky sausage!



Midge Ure takes A Step in the Right Direction to end youth homelessness.

Midge Ure OBE addressed Llamau's conference on Thursday October 4th at the National Museum of Wales, Cardiff. He told the conference that being able to witness the difference Band Aid and Live Aid had made to people in Ethiopia over a very long time made him want to do even more. He applauded the work of the organisation and stated it was people like Llamau who are the real heroes and make a real difference.

The Welsh Assembly Government's Deputy Minister for Housing, Jocelyn Davies AM, also addressed the conference congratulating Llamau on its work. The



conference, "A Step in the Right Direction?" marked Llamau's 21st birthday and was a perfect opportunity to look at the problem of youth homelessness, and what can be done to bring about real change.

Llamau's Chief Executive, Frances Beecher said, "We are incredibly proud of our achievements as an organisation - and prouder still of the young people and women who have accessed our services and been able to turn their lives around.

"However, as we reach 21 we have also reflected on what needs to happen in order to end homelessness. We need to be prepared to look afresh at the issues and look at how we start working with disadvantaged young people earlier. We need to see young people as individuals, and put in place support that truly meets their needs. We need to invest in young people and by doing so we have a chance not just to turn their lives around, but to help create a fairer society. When our young people become parents this will have a hugely positive impact as they will have more self esteem, and the skills needed not just to support themselves but their children as well.

By taking this chance to re-evaluate and change the way we work, we have a golden opportunity to make a real difference to this generation and the next."



Green Dragon Award

United Welsh achieved level 2 of the Green Dragon Environmental Award in August.

The Arena network (who administer the award) were very impressed with the environmental awareness of staff that they spoke to.

United Welsh has reduced water consumption by one third. This has been done by using the following, simple measures:

- **Valves** have been adjusted to reduce the flow of water in kitchens and toilets (and no-one noticed!).
- **Hippo bags** have been fitted in toilet cisterns (on a 9 litre tank, 3 litres are saved every flush).
- **Notices** have been displayed around the building reminding staff of water saving tips.
- **Radiators and boilers** are checked daily to ensure they are set appropriately.

