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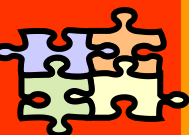
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Race for Life is the largest women only fundraising event in the UK.

All the money raised through sponsorship helps to pay for research and Doctors and Nurses to help fight Cancer.

If you would like to get involved then contact the Race for Life team on their Hotline 0871 641 1111 and find out when they are running events near you.



Please join me in saying a MASSIVE well done to Dawn from Preston who completed the Race for Life in June.

Dawn said it was hard work, but she was really pleased that she had finished it and raised lots of money for such a good cause. Dawn also said that she plans to enter it AGAIN next year.

WELL DONE DAWN!



Dawn (number 40) with Joan who also completed Race for Life

Editors News



Hi all, welcome to the September edition of SHOUT.

First of all thanks to all of you that returned the survey that I sent out in June. At New Foundations we take all feedback very seriously and we were really pleased with the results, please see below.

As a MASSIVE 100% of you told us you would like a feature in the Newsletter where you could nominate your staff as support team of the month, we will start this in the December issue. Please

can you, or a member of staff contact me by any method on the back page, and tell me why your staff should win.

We will then feature them in the Newsletter and they will get a prize!!!!

As I told you in the last News Letter we have had Phil and Beau from Lancashire Fire Solutions visit your property to check that everything is ok, they have now visited most of you, and have told us if we need to fix anything, we will get in touch with you to discuss any

Improvements that may be needed at your house.

When I met with Phil and Beau in August they asked me to pass on how lovely the atmosphere was in all the properties they visited.

They said that they were really impressed with the level of care provided by the staff. And it has left them with a great impression of supported living.

Great comments well done everyone

June Survey Results

100% of all surveys returned told us that you thought our workmen were friendly and helpful!!

In the June edition of shout we sent out a questionnaire for you to fill in, to let us know how we are doing, and also your opinion on new ideas for the newsletter, here are the results.

100% Told us you enjoy the Newsletter

Mary who is a member of staff from East Lancashire called us to say that our workmen who redecorated their house were not only great with the jobs they did, but were fantastic with the tenants, so much so that she wrote a card of thanks to John and Mick who did the work. WELL DONE CHAPS

90% Told us it was a good idea for us to work more closely with your staff and get to know them better

100% Of you told us you like where you live

We also entered all the replies into a prize draw ...

The winner was.....

Denis Campbell from Chorley!!!!

Well done Denis £20 Marks & Spencer's gift vouchers are on the way to you.

100% Of you told us you like your own room

98% Of you told us it was a good idea to include more tenant interviews in the Newsletter

100% Of you told us we keep your house in good working order

100% Of you told us you would like a feature in the Newsletter where you could nominate the staff at your house for support team of the month.

100% Of you said the workmen are friendly and helpful

The results are based on the 60% of our tenants that responded to the survey, many thanks for your feedback

Repairs Statistics 2010



Number of repairs reported/identified

Month	Emergency	Urgent	Routine	Total
Jan-10	5	18	28	51
Feb-10	7	5	33	45
March-10	4	3	31	38
April-10	0	13	21	34
May-10	5	13	14	33
June-10	2	13	46	61
July-10	4	8	18	30
Aug-10				
Sep-10				
Oct-10				
Nov-10				
Dec-10				
Totals				



Percentage of repairs responded to within target time

Month	Emergency within 24 hours	(emergencies re- sponded to within the first 12 hours)	Urgent	Routine	Total
Jan-10	100%	60%	100%	93%	98%
Feb-10	100%	86%	100%	100%	100%
March-10	100%	100%	100%	94%	98%
April-10	100%	100%	92%	100%	97%
May-10	100%	100%	100%	100%	100%
June-10	100%	50%	85%	100%	95%
July-10	100%	100%	100%	100%	100%
Aug-10					
Sept-10					
Oct-10					
Nov-10					
Dec-10					
Total	100%		100%	97%	98.5%



Targets

Emergency—within 24 hours

Urgent— within 7 days

Routine— within 31 days

Great day out in Lancashire

Sea Life Centre Blackpool



Walk through the underwater tunnel full of sharks!!!

- Over 50 spectacular displays including rockpools, an ocean tank and awesome tropical features
- Over 1,000 creatures including Sharks, Seahorses, Octopus and Rays
- SHARK FRENZY! New feature for 2010!
- See the amazing Rockpool Experience - Hold a crab and touch a starfish!
- Walkthrough the underwater tunnel full of sharks & tropical fish
- Watch the feeding and learn about the creatures in fun demonstrations throughout
- Help save the whales by joining our campaign
- FREE soft children's play area
- Sea view Cafe

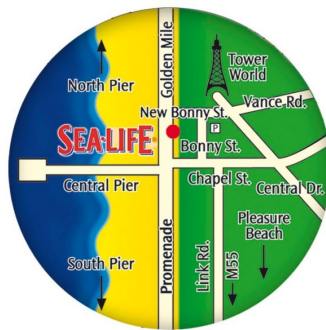


Tropical Shark Talk Visit the mighty ocean tank to learn more about the tropical sharks, including our and if your around at 2pm you can watch them have their feed!!!!



Touch pool At the touch pool you can

- Hold a Crab!!
- Hold a Starfish!!
- Touch a Sea Creature!!
- Learn about Rock Pool Creatures!!



Sea Life Centre is open everyday from 10am to 4pm, excluding Christmas day.

	On Line	On the day
Adults	£9.95	£13.95
4 People	£27.50	£41.00
Guide book	£4.50	£4.50

Ticket Hotline 0871 423 2110

Meet the Workmen



Dave working hard in a house in Cheshire!



Dave Taylor

Dave Taylor has worked with New Foundations for a couple of years now, he looks after properties in Liverpool and surrounding areas, fixing problems such as broken doors and windows, toilets and boilers. All the properties in the Liverpool and Northwest area have Dave's number. If there is an emergency when the office is closed they can call Dave and he will go out and fix it for them. Dave is always happy to visit the houses and fix any problems, and takes a lot of care to make sure the job is done well. Its great to have Dave on board, making sure the properties are well looked after.

If you know a workman who has been to your house who you would like to nominate as workman of the month, then let me know!! Just send me a letter telling me their;

- *Name*
- *What work they have done in your house*
- *Why you thought they did a good job*





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We would love to hear from our tenants, their parents or carers with what's on your mind, whether it be something about us or something you have been up to lately that you would like to share with everyone else!!!

If you would like to let us know something please do so by mail/email or telephone, details on the left.

If you need this newsletter in another format, like large print or Braille , or want additional copies, please let me know.



Puzzles

Word search

B	U	S	A	C	U
T	R	I	V	A	N
R	L	O	R	R	Y
A	T	R	A	M	W
I	Q	L	H	J	E
N	P	L	E	G	H

Find the 6 vehicles listed below. Good luck!!

- Bus
- Car
- Van
- Train
- Lorry
- Tram

How many puppies can you find?

Hidden in this newsletter are 10 pictures of puppies, (not including this one) see how many you can find Good Luck!!!!

