

February 2024

# Saffron E-News

The magazine for Saffron tenants

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Contact Team  
year in review

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# Welcome to Saffron E-News



James Francis, CEO

Image of James Francis, Saffron's CEO

Welcome to the February edition of Saffron E-News.

In this issue we are sharing a roundup of important service figures over the last year, including tenant queries handled, and Saffron facts such as number of craftworkers employed and home improvements carried out.

We are proud to have completed a Communications Accessibility Review with Professor Katherine Deane from the UEA, and would like to thank those tenants who volunteered their time to help us learn how we can communicate better. You can read about the results of this important review on page 6.

We are pleased to have been able to support hundreds of tenants last year using our Tenancy Sustainment Fund (TSF), which is available to help

sustain tenancies amidst rent increases. Read more about this fund on page 13.

We also celebrated the 1st birthday of Swallowtail Place – our Independent Community Living Plus scheme based in Acle. You can read more about the scheme's first year on page 16.

We are always looking at ways to improve our services, so if there is anything you wish to raise with us about the quality of your home, the service you are receiving from Saffron or support we might be able to provide, please email [info@saffronhousing.co.uk](mailto:info@saffronhousing.co.uk) or call 01508 532000.

Wishing you all the very best.

*James*

## Key dates and keeping up to date

Keep an eye on our social media channels below for useful tips, information and ways to get involved.



Facebook -  
Saffron Housing Trust



Twitter/ X -  
@saffronhousing



Instagram -  
saffronhousingtrust

### February

1st - 29th  
LGBT+ History Month



### March

20th  
International Day of Happiness



### April

7th  
World Health Day



## Customer Contact Team - our year in review

2022

2023

52,692 telephone calls handled

+ 9.6% ↑

57,753 telephone calls handled

24,317 emails received

+ 23% ↑

29,910 emails received

893 enquiries via My Saffron portal

+ 33.9% ↑

1351 enquiries via My Saffron portal

233 enquiries via web chat (launched June 2023)

### Did you know...?

You can check appointment dates for upcoming repairs via the My Saffron portal.

[Click here](#) to find out more.

50.5% of all incoming calls to the Customer Contact Team were about repairs.

We receive the most calls between 9am – 10am.

If you do not wish to wait on hold to speak to an advisor, you can select our **queue buster** option.

This will hold your place in the queue until a member of the team is available to call you back.



Have you tried our web chat feature? It can be found by clicking the purple chat box in the bottom right corner of any page on our website - try it by [clicking here](#).

An automated web assistant is available 24/7 to help answer your questions. If you are contacting us during our opening hours and still need to speak to an advisor, you will be put through to a live chat with one of our team so we can assist you further.

By clicking on the chat box, you can also access a range of useful links to report a repair or pay your rent.



# SAFFRON FACTS

2022-23 financial year

6,626 

## HOMES

57 **Craftworkers** (not including agency or apprentices)



Since 2004 Saffron have had **64** APPRENTICES Including 7 current apprentices



WE HAVE 208 HOMES UNDER CONSTRUCTION

including Rented, Shared Ownership & Shared Equity

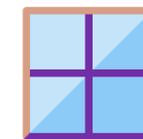
## IMPROVEMENTS

(Below are the number of properties we have carried out repairs on or improved during 2022-23)

144 gas and oil installations



28 window replacements



76 roofs replaced



82 bathrooms improved



42 loft insulations



101 doors replaced



106 kitchens improved



# Communications Accessibility Review

Last year, Saffron teamed up with leading disability academic and advocate - Dr Katherine Deane, from University of East Anglia (UEA), in a bid to improve accessibility in all communications for tenants.

The research programme was designed together with Dr Deane, and we made sure that we reached out to a broad range of tenants and stakeholders.

Although a small group took part in the research - 3 tenants, 2 carers and 1 colleague, we reviewed their feedback against patterns we had seen in our tenant contact and complaints.

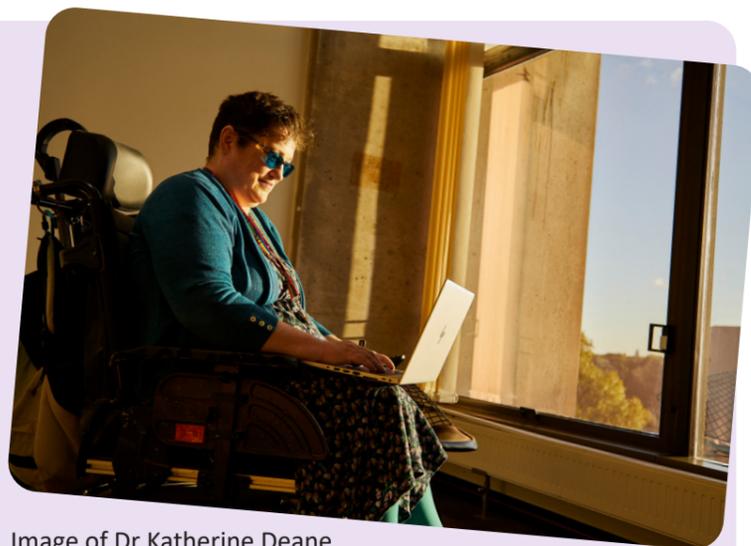


Image of Dr Katherine Deane

Dr Deane was also provided with access to this data to help her identify the main challenges we faced and determine the steps we needed to take to improve the tenant experience for those with accessibility needs.

The main recommendations from the research, and the progress we have made so far, are shown across the next few pages.

As we had already started to address some of the challenges raised in the research, we worked with Dr Deane to finalise an action plan that we are working on over the next 12 months.



“ We knew from tenant feedback that there was scope to improve the way we communicate with tenants and, in particular, those with specific access needs. ”

*Paula Tuck, Director of Tenant Insight*

## Recommendation

## Finding

## Action

Create a centralised database of access accommodation needs that is informed by an annual survey and an online system that can allow staff and tenants to input access needs at any time as they become apparent.

The systems we have are not set up to monitor and maintain a database of access needs.

We are reviewing the current system and exploring options. An accommodation database is now in place but, at this stage, is still manual. Although we do not yet have the technology to manage live data, we will be addressing this for our technology plan. In the meantime, we will continue to maintain our access needs database manually.

Create an annual online survey for tenants to identify access accommodations needed (for all types of protected characteristics).

Capturing information about the access needs of tenants has not been consistent.

When the current system has been fully updated and provides all the functionality needed, we will be able to send the annual survey automatically. Until that point, we will issue an annual survey. Access needs were last updated in February 2024 as part of the rent statement process.

Improve complaints protocols and practices.

Our staff need to have a greater understanding of the additional impact disability can have on the context or priority of a complaint.

We have recently recruited a new Specialist Housing Officer to provide additional support where tenants have specific needs, access requirements or a particularly complex issue. We have also strengthened our Complaints Team, and are reviewing trends and feedback from complaints to understand the areas that we need to improve.

Improve in-person appointment protocols and practices.

Duplicates of appointment letters (post and electronically) need to be sent.

Further information about the appointment itself and the appointment process is needed on the letters, and improving the information available to staff about appointments.

Now we have an accommodation database in place, we will be able to send duplicate appointment letters (electronically and post).

Improve provision and quality of communication accommodations.

We need to gain feedback from tenants to determine levels of satisfaction with the accommodations we provide.

Once the changes we have made have been in place for a suitable period of time, we will gain feedback from tenants to determine levels of satisfaction with the accommodations provided by Saffron, and make any further improvements as appropriate.

Recommendation	Finding	Action
Improve provision and quality of other access accommodations.	Further training is needed for staff and third-party contractors, and the creation of access guidelines.	We will work with Dr Deane to plan training for staff and third-party contractors. We are updating our access guidelines for homes, community buildings and outside communal spaces.
Improve provision and quality of information shared with tenants and public (web page and online documents).	A dedicated accessibility page on the website is needed with additional information and	We are in the process of creating a dedicated accessibility page on the website.  We will ensure that communication and content is aligned to access needs highlighted in our database.
Improve quality of written communications (letters and emails).	A different method of ensuring sent emails are secure is needed as the current encryption system can be challenging.	Our IT Team are looking at potential alternatives to the current email encryption system, which we know has been causing frustration.  We have also worked closely with Tenant Group Chairs to improve the quality of written communication for key group wide messages such as rent increases.
Improve quality of verbal communications (telephone and video calls).	Further training is needed for staff to increase skills, knowledge and understanding of access needs.	Training is being planned in for staff, so they have a greater understanding of the access needs of tenants.

James Francis, CEO, explains the importance of moving quickly with the recommendations:

“

We knew that we could address some of the challenges raised immediately and we set about improving things at the same time as starting to explore the longer-term challenges such as technology improvements.

For example, we manually identified access needs across the whole of our tenant community and established an access needs database that we are now using when we communicate with tenants.

This has enabled us to use a much wider range of communication methods and adaptations, such as audio, large print and screen reader sensitive captions and layout.

”

We caught up with Dr Deane to hear from her directly about this work and her assessment of what Saffron needs to do next.

**You are a renowned academic researcher, disability advocate and specialist advisor, are enough organisations undertaking this type of research and why do you think it's needed?**

Very few organisations are undertaking this sort of research, which is a real shame. It's hard to admit your services are likely not good enough, and even harder to get an independent person to investigate and report on them. Organisations such as Saffron have needed to make effective disability accommodations since 1995 – which is when the Disability Discrimination Act was made law (now rolled into the Equalities Act 2010 with little change). Whilst some changes are happening, across the country, in my opinion they are not happening fast or comprehensively enough. Society is still accepting of bias against disabled people – often necessary accommodations are regarded as special treatment, or even unfair to those without an access need. Whilst in reality these accommodations are the bare minimum to allow a disabled person a decent quality of life and services delivered with the bare minimum of respect.

**The Housing Ombudsman has recently published a Spotlight report focusing on disability support in social housing. The report focuses on attitudes, respect and rights and highlights the practical steps that housing providers need to take - including simplified processes, empathetic, direct communication, consideration of future needs as well as current needs and more training for staff. Does this echo what you have found through your research with Saffron?**

Throughout the UK, the rights of disabled tenants have been viewed as just not important enough to overcome the perceived complexity and expense of providing an equitable service. The essential nature of the accommodations are dismissed – you can't read a letter because the text is too small – “Well

can't you just ask a neighbour to read it for you?”, for example. Complaints are recorded but the underlying failures behind them are often never identified, so they just happen again with another team. However, not solving these issues for the long term potentially costs Saffron in both time and money.

There was some evidence of disabled tenants having to make repeated complaints meaning that they have the potential to become more and more complex and can lead to anger and frustration. Longer term, more complex repairs are also more time consuming and costly to solve, and overall, Saffron's reputation could also be damaged. So, yes, a shift in attitudes across the whole sector to prioritise solving these issues. I welcome the Housing Ombudsman's recommendations.

**As you know we have a comprehensive action plan to implement the key recommendations from your research, but if you had to pick 3 simple things we could do immediately, what would they be?**

The number one finding of the research project was that Saffron did not have a database to record access needs of its tenants that was correct, comprehensive, and easily used by all staff teams. As a result, whilst one member of staff might get a letter sent to a tenant in large print, another team might not realise this was an access need. So tenants were getting erratic provision of access accommodations, no matter how often they requested them, because the system had not been set up to ensure fail safe provision by all teams. This was very frustrating to both tenants and staff. The new database (and associated processes to ensure all staff check it for access requirements) will solve a lot of the issues identified and I know that Saffron have already established this. The second thing was to change the email system so that it has an appropriate level of security but still allows people to be able to read their emails from Saffron easily. The final thing will be to train staff to ensure know where to find access needs information and prioritise meeting them every time.

**Your research demonstrated that we didn't fully understand the access needs of our tenants and your recommendations have helped us to strengthen our understanding of the access needs of our tenants. How important is it to have an access needs database and do you have any tips for keeping it up to date?**

The database will be critical. There, Saffron can record basic access information e.g. if someone needs large print documents. But it can also provide more nuanced information, e.g. if a tenant struggles with loud noises (so repair teams can warn them before starting to drill etc). Saffron will need to have to have multiple ways to keep the database up to date. An annual survey asking tenants to provide information on their access needs will be essential.

But in addition, an easy web form where tenants or staff can update this information on an ad hoc basis is critical to ensure access provision is kept up to date with often changing health conditions.

**How confident do you feel that Saffron have the right action plan, the desire to implement your recommendations and will you be staying close to progress?**

I think Saffron have been very brave having a researcher like me come in, knowing I would create a very honest and blunt report on access needs.

I really do think they were shocked at how much impact poor communication could make on tenants' lives, and I know they really valued the insight.

I believe they will make changes – if for no other reason than I am already in discussions with them to re-evaluate their communication access once the database etc have been implemented to see if they did solve the problem.

**Tell us what success would look like for Saffron and our tenants in 12 months' time?**

You will get your letter by email and hard copy in

the right sized font. Your repair person will know you are going to be slow getting to the front door and wait patiently. Your complaint will be responded to promptly and the database adjusted to match your current circumstances. Overall, it the service provided by Saffron should be a lot smoother and get it right first time.

**We were disappointed that only 3 tenants, 2 carers and 1 colleague participated in the research. Would you be willing to help us engage more people in this important area to ensure that we understand the needs and preferences of all tenants?**

I was disappointed so few tenants engaged. However, those that did were brilliant and really informed. But yes, I hope that by genuinely changing Saffron's processes in a way that tenants can really feel is an improvement, we will get more tenants being willing to help out with the next evaluation as they will trust someone will really listen to their concerns and DO something about them, as they see the progress of this work. Because we will need to keep improving what is being done. We can't possibly get it 100% right first time, so we will do our best, and then check in again (hopefully with more tenants) to make sure the solutions really work for everyone.

If you would like to see a full copy of the research or have any ideas to improve communications accessibility, please contact us by calling 01508 532000 or by emailing [info@saffronhousing.co.uk](mailto:info@saffronhousing.co.uk).

This article will also be shared via channels identified in our access needs database.



## Missed appointments

Please help us to help you by ensuring you keep to your booked appointment times for any maintenance, servicing and/or surveys that we need to complete on your home.

In 2023, we had a total of:

4,699

missed repairs appointments

251

missed TPM\* survey appointments

We understand sometimes appointments need to be changed due to unforeseen circumstances.

Where you know you will need to change your appointment, please call our Customer Contact Team on 01508 532000 and we can reschedule this for a better time for you. We can then use that time slot for another tenant.

We carry out TPM\* surveys on all our properties every 6 years, which allows us to spot property issues before they become a problem and deal with minor repairs quickly.

The survey also means we can pick up, and budget more effectively for bigger issues, such as where we need to install new kitchens and bathrooms.

We will let you know by letter when your home is due a TPM survey and will contact you by phone (or letter if that is your preferred method of contact) to organise a date and time to visit.

The average TPM survey will take between 1.5 to 2 hours, and we will need to be able to access every area of your home.

To find out more about our TPM surveys, visit our website by [clicking here](#).

**\*TPM – Total Property Maintenance surveys**



## Have you signed up to our tenant portal 'My Saffron'?

The portal allows you to:

- Pay your rent
- Amend your personal details when you need to raise an enquiry
- Receive updates over a secure link which has advantages over sending an email

You also have access to information and resources such as our Tenant Support & Wellbeing Service. You can view your balance and transaction history in the portal whenever you need.

For more information, including how to sign up to My Saffron, [click here](#).

## TLF calls for Tenant Satisfaction Measures (TSMs)



We would like to reassure tenants who have recently received calls from a company called TLF Research. We are working with TLF to carry out a survey on tenant satisfaction, which will help to ensure we are providing good quality homes and services.

TLF is a reputable company that specialises in measuring customer experience. They are collecting feedback to advise us on what we are doing right, and where we need to improve.

This survey is a response to new regulations from the government introducing Tenant Satisfaction Measures (TSMs), which aim to make landlords' performance more visible to tenants, and help tenants hold their landlords to account.

TLF will be calling different tenants every 3 months, so you should not receive a call more than once. They will ask you questions such as:



How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?

How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

The full list of TSMs can be found on the government's website by [clicking here](#). An accessible version is available by [clicking here](#).

### What are TSMs?

You can learn more about TSMs, including what they are, who takes part, and read our latest results on our website by [clicking here](#).



## Our energy-saving Decarbonisation Scheme

We have completed Wave 1 of our Decarbonisation Scheme, aimed at improving the energy efficiency of tenants' homes.

We fitted Air Source Heat Pumps, which offer an efficient, eco-friendly, and low maintenance heating system for the home. On some properties we also fitted new windows, doors, ventilation and insulation.

These measures were taken only where needed, to improve the effectiveness of the heat pumps.

In 2023, 128 Saffron homes were fitted with energy-saving upgrades, and we are identifying the homes most in need for the next phase of the decarbonisation programme.

We will be targeting the properties with the worst energy performances first. Not every home will qualify. Those whose homes are eligible for Wave 2 will already have been sent a letter. We are actively looking for more funding to continue the scheme in the future.

Image of Saffron tenant Robert Ingram



Saffron tenant Robert Ingram had his house retrofitted with improvements including new windows and an air source heat pump.

He said: "I think the air pump thing is a brilliant idea – I'm happy with it."

## Tenancy Sustainment Fund success



Between April and October 2023, Saffron spent £130,000 helping tenants struggling to pay their rent, as part of our Tenancy Sustainment Fund.

The fund was successfully used to support 331 households who were on low incomes, partial Universal Credit or Housing Benefit. This help meant that tenants were supported to pay the increase in rent from the previous year.

We approved 95% of the applications we received, with most of these households in a difficult position due to a shortfall in Housing Benefit or Universal Credit.

The fund was available to support all household types and applicants of any age.

If you are worried about being unable to pay your rent, please get in touch with the Income Team by emailing [incometeam@saffronhousing.co.uk](mailto:incometeam@saffronhousing.co.uk).



Each month we carry out Customer Satisfaction surveys which are a great way of gaining tenant feedback so we can see where we are doing things well or perhaps where we can improve.

The surveys ask questions about our key frontline services, such as our Customer Contact Centre, Anti-Social Behaviour and Housing Management. We also collect feedback from complaints and from our Community Triangles.

The table below contains some of your comments and the actions we have taken as a result. We always welcome your feedback, so if you would like to get in touch, please fill out the feedback form on the 'Contact us' page on our website by [clicking here](#).



"We want more Saffron presence in the neighbourhood."



We introduced regular Community Triangles.

Community Triangles are a great way for us to engage with tenants and the local community.

Members of Saffron walk around the area and are free to talk to tenants about any issues or concerns they may have.

If you would like to join us at a Community Triangle and contribute your ideas, sign up to become a Saffron Community Member for an invite.

[Click here](#) for more information.

We understand that things do not always go right. If we do not find a resolution to your issue at the first opportunity, we are happy to review this under our complaint procedure.

## You can make a complaint in a number of ways:

-  **Email** - info@saffronhousing.co.uk
-  **Telephone** - 01508 532000
-  **Online** - via our website form by visiting [www.saffronhousing.co.uk](http://www.saffronhousing.co.uk)
-  **Social Media** - Facebook, Twitter, Instagram, and LinkedIn
-  Talk to one of us **in person**
-  **Letter** - Saffron Barn, Swan Lane, Long Stratton, NR15 2XP



## What happens next?

We will offer a **rapid resolution** where we can resolve issues "there and then". If we cannot find this, more complex cases will be escalated.

**Stage 1** - Our independent Complaints Team will investigate and respond to your concerns, normally within 10 working days.

**Stage 2** - If you do not feel a resolution has been found at stage 1, a senior manager will review your complaint and respond to you in writing.

If you remain unhappy with our handling of your complaint, and have received a complaint closure letter from us, it can be referred to the **Housing Ombudsman Service**.

The **Housing Ombudsman Service**, a free, independent and impartial service who are set up by law to look at complaints about housing organisations, can also be contacted at any time for advice, whether you have an open complaint or not.

-  **Email** - info@housing-ombudsman.org.uk
-  **Telephone** - 0300 111 3000
-  **Online** - [www.housing-ombudsman.org.uk/contact-us](http://www.housing-ombudsman.org.uk/contact-us)

To read our complaint procedure in full, visit

[www.saffronhousing.co.uk/contact-us/make-a-complaint](http://www.saffronhousing.co.uk/contact-us/make-a-complaint)

# Swallowtail Place's 1st birthday

Residents and staff gathered in November to celebrate a 'welcoming' and 'brilliant' opening year for Swallowtail Place – our Independent Community Living Plus scheme based in Acle.

Designed for over 55s with care needs, it contains 58 apartments to buy or rent, with care provided by Norse Care.

It is also home to two independent businesses, the Butterfly Bistro and a hair salon run by Gillian Lincoln, which are open to the community.

Gillian said: "My favourite thing about working at Swallowtail is chatting to the residents in the salon whilst they are having their hair done. I love it when someone pops in to say 'hi' or to arrange a coffee with another resident."



Image of two Saffron staff beside a Swallowtail Place plaque



Image of two Swallowtail Place tenants

Winifred Baigent, Swallowtail Place's first tenant, said: "I have enjoyed it here. It's the convenience of everything. I have my hair done every week. You can always come out and have whatever you want from the café if you don't feel like cooking."

Another tenant, Violet Sizeland, said: "I moved here, and it was lovely. I walked into the games room, and they were playing dominoes. I got such a warm welcome."



## Important fire safety information



### Fire procedures

It is important that you are aware of and understand the steps to take if there is a fire in your building, and what the fire procedures are.

Fire procedures will be displayed within the communal stairwell within your block and given to any new tenants at the start of your tenancy. You will be informed if these change at any point. Fire procedures will either be Stay Put or Simultaneous Evacuation.

- ➔ You can read more about these procedures, along with general fire safety advice, by [clicking here](#).
- ➔ To complete a home fire safety check, use the Norfolk Fire Rescue Service tool by [clicking here](#).

### Fire doors

All tenants who live in blocks of flats or in our Independent Community Living schemes will have a fire door.

We carry out regular fire door inspections within our premises as they provide much of the fire protection in our buildings. They will save lives when there is a fire because they prevent it from spreading quickly.

You must never tamper with a fire door, and you must report anything faulty to us immediately by emailing [info@saffronhousing.co.uk](mailto:info@saffronhousing.co.uk) or by calling 01508 532000.

- ➔ To learn more about fire doors on our website, [click here](#).

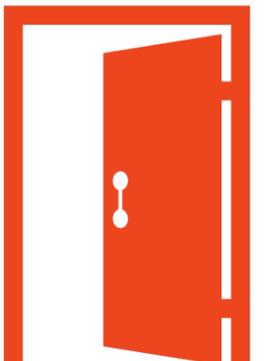


Image of Swallowtail Place

#### Our schemes

Saffron has several Independent Community Living Plus schemes across South Norfolk and Broadland.

If you are interested in finding out more on our website, [click here](#).



#### Health & Safety

Keep your home safe and hazard free.

Read about potential fire risk, electrical, gas and other safety information on our website by [clicking here](#).

## Become a Saffron Community Member

If you are looking for an opportunity to get involved and make a positive difference, you can become a Saffron Community Member (SCM).

You can take part in as little or as much as you like, such as:

Attending six-monthly meetings with our Board and Senior Leadership Team



Taking part in workshops or completing online surveys



Getting involved in our Community Triangles



Becoming a member of our tenant groups



## Learn more about our tenant groups



You can now find out more about the members of Saffron's tenant groups.



We have recently launched two new pages on our website dedicated to the Tenant Communication & Support Group and the Tenant Scrutiny Group – committees made up of tenants who aim to represent your local community and improve the Saffron experience for everyone.



These pages tell you more about each group and what it aims to do, give you some background on each member, and update on the issues we are currently working on together.

You can also use these pages to contact the groups, raise any issues you might have and offer any suggestions or feedback about your tenant experience.

Your comments will then be fed back to us during the group meetings.

### Tenant Communication & Support Group

This tenant group guides and influence Saffron's communications and provides tenant-to-tenant support.

→ [Click here](#) to visit the group's page on our website.

### Tenant Communication & Support Group



### Tenant Scrutiny Group

This tenant group looks at performance, processes, and policies to improve tenant experience and our services.

→ [Click here](#) to visit the group's page on our website.



### Tenant Scrutiny Group



#### Are you interested in becoming a SCM?

Find out more about what is involved and how to join by [clicking here](#).



#### Latest SCM meeting

Read the key talking points from the latest SCM meeting by [clicking here](#).

## Your Own Place sessions

Alongside Your Own Place, we are offering money advice in the community.

The local social enterprise is based in foodbanks in Diss and Harleston twice a month, offering a mixture of 'drop-in' chats and Cost of Living sessions. You will be able to speak with the team from Your Own Place to find out what support can be offered including workshops, 1-to-1s and targeted conversations to help you build on your financial skills.



Topics covered in these sessions include:

- Budgeting and saving
- Understanding and managing money, debt and benefits
- Cost of Living challenges
- Directing you to specialist help

You can also get support with filling in online forms, applying for travel passes, looking things up online or planning your spending.

To find out more about Your Own Place and how they can help you, visit their website by [clicking here](#).

Graphic displaying the topics covered in the sessions

Mike Barton, Facilitator at Your Own Place, commented: "We've talked a lot about energy bills recently. There is possibly some help on the horizon for people wanting to improve the energy efficiency of their homes, which is exciting."



Image of a man attending a financial support session

For the latest information and dates of upcoming sessions, keep an eye out on the Our News section of our website by [clicking here](#).

# Cost of Living Concerns?

Come and have a chat with



Call, text or WhatsApp



Mike  
07704 303 194

We're also available for members of Steps Community Food Shop in Wymondham:

Steps Community Food Shop  
Ayton Road  
Wymondham NR18 0QJ

9.15 - 11am  
Tuesday 6 February  
Tuesday 20 February  
Tuesday 5 March  
Tuesday 19 March



Your Own Place is a registered Community Interest Company 08751344

Hope Church  
Vince's Rd, Diss IP22 4HG

10am - 11am  
Monday 5 February  
Monday 12 February

10.45 - 12pm  
Friday 23 February

10am - 11am  
Monday 26 February

10.45 - 12pm  
Friday 8 March

10am - 11am  
Monday 11 March  
Monday 18 March

10.45 - 12pm  
Friday 22 March

10am - 11am  
Monday 25 March



Image of the upcoming financial support session dates

## Contact us

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01508 532000



Saffron Housing Trust, Saffron Barn, Swan Lane, Long Stratton, NR15 2XP



info@saffronhousing.co.uk



www.saffronhousing.co.uk



Saffron Housing Trust



@saffronhousing



saffronhousingtrust

## Accessibility

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We offer INTRAN, a communication service which provides interpreting and translation services for people who are deaf, hard of hearing or do not have English as a first language.

If you require support communicating with us, please contact us using one of the above methods so that we can arrange support with INTRAN.