

# Get to know... a neighbourhood officer



We spoke to Corinne, one of our neighbourhood officers, to talk about what a day looks like for her – and we caught her on a great one, as she was out and about on one of our recent community visits!

Corinne has worked for Futures for two and a half years, and there's no such thing as an average day for her. She might be involved in safeguarding vulnerable people, dealing with antisocial behaviour, meeting other agencies and organisations or even visiting abandoned properties to find out what's going on. She likes working in an agile environment, sometimes out in the community and sometimes in one of our touchdown points or offices, so Futures suits her really well!

We've recently been running community visits in our neighbourhoods and estates, aiming to get out and speak to our customers about things they'd like us to be aware of in their neighbourhood. We've worked with other agencies, like the police, fire & rescue and local councils, to give us the best chance of resolving any issues as we became aware of them – making our communities as nice to live in as we know they can be.

During a recent visit, Corinne was made aware of an abandoned sofa in someone's front garden that had been there for a little while. Knowing the customer, she recognised that this was very out-of-character and decided to pay a visit to the resident – to address the sofa, but also just to make sure that everything was going okay for them. During this visit, Corinne noticed that our customer was having a tough time, and in need of some extra support to manage at home. Speaking to our money advice team, she was able to get the customer the support she needed, and even recommended that the customer's daughter speak to our employment advice team – so she could get some extra help with finding work in a very difficult climate. The family is now doing better and feeling more secure in their home.



**What started as a community concern about an abandoned piece of furniture has resulted in someone being able to get the support they needed to manage their home and get back on track – a great example of how our neighbourhoods team can help when things have gone a little astray.**



## Steph's tips for a sustainable summer!

We asked our sustainability assistant Steph for her top tips for a more sustainable summer. Here's what she had to say...



Summer is here. Whether you are working throughout the summer holidays or have time to rest and recoup, there's plenty of simple steps we can take to enjoy our summer a little more sustainably. With warmer months and extra daylight hours, now is a great time to start changing habits to save energy and support the planet.



### Keep cool at home

A super simple step to save energy and water is to fill up bottles of water to keep in the fridge rather than running the tap to cool – and on those really hot days, keep drinks in the freezer or make home-made ice lollies!

### Make the sunshine work for you

During the summer months, the natural sunlight should do most of the work to brighten up the rooms you're using, so you can rely on indoor lighting less and save energy at home. Curtains and blinds can reduce the amount of heat transferred through your windows so closing them in rooms that you aren't using during the day can help to keep your home cool without using a fan.

