

thebridge

tenants' newsletter
summer edition '06



Two new electricians
appointed to improve our
services to you

Please turn to page 3 for more details.

New areas for Customer Services Officers

The Customer Services Officers at Three Rivers have recently changed the area(s) where they work. From Monday 5th June 2006, officers now manage the following areas listed:

Staff profiles: Gareth and Nigel

Gareth Heslington and Nigel Dowd will take on a broader customer services role following the Association's review of its arrangements for more tenant & customer involvement.

Nigel will provide support to tenants in Hartlepool and Gareth will help to improve your area and to focus on delivering quality community orientated services.

Their roles and commitment will be to:

- Help combat Social Exclusion through the strengthening of local communities.
- Help modernise our work on community objectives by becoming more accountable.
- Help to strive for the highest standards of service through resident & tenant involvement.



Gareth Heslington
Floating Role
(all patches)



Nigel Dowd
Hartlepool, Redcar & Cleveland



Graeme Richardson
Sunderland & Easington



Laura McGee
Durham City



John House
Durham City



Kay Hogarth
Chester le Street,
Derwentside, Gateshead,
South Tyneside



Aron Potter
Wear Valley
Teesdale & Darlington



Charlie Monchatre
Hartlepool, Redcar & Cleveland



Claire Rourke
Sedgefield District



Damian Wilkinson
Neighbourhood Services
Manager, Head Office

- Try and remove barriers/encouraging links to other resources to help tenants.
- Motivate young people & provide them with support in youth activities.
- Provide support to local schools to enable learning opportunities.
- Improve our reputation on estates.
- Improve publicity in order to achieve maximum resident participation in community involvement.
- Develop mixed age/gender group activities to strengthen and build the community.

A new 3-year action plan is currently being developed and is expected to be launched later this year.

Strong year-end performance figures reported

The Association introduced a new 'traffic light' system of reporting its performance at the beginning of 2005. The system is aimed at measuring the Association's performance against a range of local and national indicators so that managers can quickly and easily identify particular services that may not be performing so corrective action can be taken.

Overall, our indicators suggest that it has been a highly successful year with nearly 80% of indicators returning a 'green' light.

Green lights were shown in our support services, maintenance, care & repair and development. Some, more than others, showed noticeable achievements for example, our average re-let time for empty homes is 17 days compared to the national average of 40 days which puts Three Rivers in the top 25% in the country. Collection of rent and overall customer satisfaction also improved.

There is still scope for improvement during 2006/07 across all of our services and an action plan has been developed to help us improve our services to you.

Decorating contract awarded to local firm

Three Rivers Housing has awarded a five year partnering contract for painting and decorating to local firm, Durham Decorators (NE) Limited.

The contract, which is worth in excess of £1m over five years will include all of the Associations' external and internal painting and decorating. This will include external works such as doors & windows, fascias, fences and gates and internal works including communal areas.

Durham Decorators who are based in Meadowfield in Durham were successful following a competitive tendering process and Glen Vardy, Programme Maintenance Manager at Three Rivers Housing Group said,

" The Association has worked with Durham Decorators in the past and we are delighted with their service. A rigorous selection and tendering process which included tenants, looked at overall quality of service, customer service, cost and delivery and we look forward to working with them over the next five years to ensure that our stock is maintained to the highest quality."



Alan Drane, Managing Director at Durham Decorators said,

" We are a local company and have worked closely with Three Rivers Housing for a number of years. We are pleased to have been selected as the contractor to provide a painting & decorating service and look forward to working with the Association for the next five years."

New boilers and kitchens to be installed

Customers are set to receive the renewal of old central heating systems and kitchens following a new contract which was awarded to East Durham Homes.

All central heating boilers are currently being replaced at Villa Close in Sunderland in a scheme worth up to £60,000 and new kitchens will be installed at St. James' House in Stockton in August 2006.

A two year contract has been awarded to East Durham Homes who won the tender including a further 18 projects which will include kitchen and bathroom replacements, as well as electrical and central heating upgrades.

Dave Allen, Capital Works Manager at East Durham Homes said,

" We are pleased to be given the opportunity to undertake the two year programme of works and look forward to working together with Three Rivers Housing to assist in delivering a quality service for the benefit of their tenants."

Three Rivers' welcomes two new recruits



Peter Teasdale (Centre), DLO Team Leader welcomes Brian Chambers (Left) and David Willoughby (Right) to the team.

The Direct Labour Operative (DLO) team has expanded with the recruitment of two new electricians.

Brian Chambers and David Willoughby joined the Association in April and May respectively to provide an electrical maintenance and installation service to all of our properties.

Peter Teasdale, Team Leader of the DLO team said,

" I am delighted to welcome Brian and David to the team. By recruiting two dedicated electricians, this allows the Association to provide a more comprehensive service to all of our customers. Customers tell us that they prefer Three Rivers' operatives to work in their homes as opposed to contractors and this re-emphasises our commitment to them. As from 1st July, our service will be expanded to provide an out-of-hours service."

The Association is also hoping to gain its NICEIC accreditation which will mean that Three Rivers will become an approved contractor providing all electrical services.

Heating & plumbing contract awarded to Blands

The maintenance team at Three Rivers has recently renewed its space & water heating and plumbing contracts by awarding them both to Darlington-based firm, Blands.

The company will look after all of Three Rivers' properties with gas electric solid fuel and oil along with all plumbing jobs. Stephen Riding, Reactive Maintenance Manager said, **" By awarding this contract to one firm, it creates a one-stop shop for all of the Associations' heating and plumbing works which allows us to have greater control and deliver a better service to our customers."**

Burbank Estate Community Group

We have awarded £200 to support the men's group on the Burbank Estate in Hartlepool which was formed in January 2006.

The group are very much involved in health activities and are looking to expand and perhaps work towards other fitness activities; this will be where the main part of the funding will be most needed. They are hoping to do ten pin bowling, table tennis & indoor bowls in the future.

Gareth Heslington, Customer Services Officer said, **" We are delighted to support this group who do a lot of work on the Burbank Estate and this will help to strengthen communities. The Burbank Estate Men's Group won 'Best Fundraiser of the Year' award at last years residents' conference as well as coming runners up for the 'Best Community Group' award. "**

Craig cycles for charity



Three Rivers sponsored Craig McBeth on a coast to coast cycle ride from Whitehaven to Sunderland.

Craig helped to raise £350 for Whizz Kids, a charity, which Tesco has adopted as their charity of the year, who provide customised wheelchairs, tricycles and other specialised mobility equipment, wheelchair training, information and advice to change the lives of disabled children across the UK.

He cycled with his college friends for 7 hours per day over three long days, through rain, hail, snow and gale force winds but it was all for a worthy cause. Craig said,

" The ride was not only physically exhausting but also very mentally challenging and I was motivated by the thoughts of the children we were helping. I kept thinking to myself that the children we are helping will never be able to do something like this and hopefully lots of children will benefit from the money I have managed to raise. "

Craig's mother works for Three Rivers at St. James' House and we also learned that a friend of another member of staff has already benefited from the work that Whizz Kids provide.

Donation to football supporters association

We donated £150 to the Hartlepool United Disabled Supporters Association (HUDSA) to help their members purchase a new mini bus.

Members of HUDSA participated in a charity walk over an 8 day period which commenced at Victoria Park in Hartlepool on 22nd April and arrived at Griffin Park in Brentford on 29th April prior to the Brentford vs. Hartlepool football game last season.

The 300-mile walk was achieved by a team of six walkers each covering between 40 and 50 miles per day with two of the team walking at any given time.

Neil Appleyard, HUDSA Chairman said,

" The group is always grateful for such help and we would like to thank Three Rivers Housing for their kind donation. "

The donation was awarded following an approach by one of our residents, Mr. R Matthews of Ensign Court who is also the Secretary of HUDSA.

Hand Over: Charlie Monchatre (left), from Three Rivers presents a cheque to (left to right) Neil Harrison, Alan Wilson and Neil Appleyard from the Housing Hartlepool United Disabled Supporters Association.



Paying your Rent... On Time!

Did you know... that you must have the payments in your account by a certain time each week and you need to allow time for these payments to clear?

The rent week begins on a Monday. Under the terms of your tenancy agreement, your payments should be made in good time to reach the account by Monday of the week for which you want to pay. Various methods of payment have different timescales to reach the account IN ADVANCE OF that Monday, for example:

- Giro swipe card / standing order - please allow up to 3 working days.
- Paypoint - please allow up to 10 working days.
- Cash / Cheques - please allow up to 4 working days.

Please note that the actual payment dates shown on the account may vary slightly from the date the payment is made. If you have any problems or questions about your account, please contact our Customer Services Team on 0191 384 1122 or E-mail us at: customer.services@threerivershousing.co.uk



McAnany Avenue has now officially opened.

New home for people with learning disabilities

Four people with learning disabilities are enjoying independent living after moving out of a long-stay hospital to a purpose-built home.

The state-of-the-art, four-bedroom building at McAnany Avenue, South Shields, is energy efficient and eco-friendly and incorporates special safety features. It was developed by Three Rivers Housing in partnership with South Tyneside Primary Care Trust (PCT), and was officially opened by the Mayoress of South Tyneside, Mrs Eve Myers on 31st March 2006.

Lynda Peacock, Director of Development and Regeneration at Three Rivers Housing, said:

“ The building is very innovative and can be adapted in the future to meet individual residents' needs. We have worked closely with the PCT to create some extremely good living space for the residents. ”

Estephanie Dunn, the PCT's Director of Nursing and Clinical Practice, said: “We are very proud of this scheme which gives the residents the opportunity to be independent and take control of their own lives. We've had great support from our partners in this, including Three Rivers Housing and South Tyneside Council.”

Northern Edge

Coming to an area near you!

Affordable homes • Innovative designs •
Modern methods of construction •
Environmentally friendly • Sustainable •

“Winners of Design for Manufacture Competition & Winners of the Innovation Award at Constructing Excellence”

Northern Edge
T 01756 704 540
E enquiries@northernedgehomes.co.uk
W www.northernedgehomes.co.uk

Developing affordable homes across the North East



New, affordable homes to be built across the North East.

The Association has recently unveiled its two-year (2006-2008) development programme across the North East, thanks to a £5.9m approved grant allocation by the Housing Corporation.

The money will be spent on developing good quality, affordable homes across the region. Overall, the Group will be developing 12 new housing schemes, providing 101 units throughout the North East in areas including Durham, Hartlepool, Sunderland, Redcar & Cleveland, South Tyneside and Wear Valley at a total cost of over £11m.

The proposed developments will include apartments, family houses and bungalows with a mix of housing types such as rental, shared ownership, equity purchase and supported housing schemes for those in need of care and support.



Marie Sanderson and Dot Bates will sing in this years Street Opera event in October.

Residents join in with Street Opera

Two of Three Rivers' residents at St. Bede's House have been fine tuning their voices to participate in the Street Wise Opera event which will take place on 29th October at the Sage Centre in Gateshead.

Housing Support Officers invited residents to attend a Street Opera meeting and to 'go along and enjoy themselves.' Dot Bates and Marie Sanderson agreed to participate and were welcomed by a team of specialist trainers who taught them to act and sing and they have not looked back since.

After eight weeks, Dot and Marie performed a short performance in front of 60 people (mostly strangers) and were congratulated with a very loud applause.

Dot Bates said, **" It has been a fantastic morale booster and I can hardly wait for our appearance at the Sage in Gateshead in front of 400 people."**

Marie Sanderson explained, **" As I am obese and lack confidence, I was a little bit hesitant but the Street Opera Team proved me wrong. I am no longer afraid because of my size and realise that it does not make people afraid of me. People liked the real me and this has given me a lot of confidence that I did not have before."**

Please help us to improve our services

The Care and Support team are constantly looking at ways to improve the service we provide to all our Supported Housing customers. With this in mind, a 'Service Improvement Group' has been set up to gain the views of our supported housing customers and staff.

The group is made up of members of staff from both the Directly and Agency Managed schemes. We meet on a monthly basis and regularly hold tenants meetings to gain the views of our customers to further enhance the service provided.

In a recent meeting which was held at St. James' House, tenants expressed that they often do not know from one day to another which member of staff is on duty. This would help tenants if they wished to see a particular member of staff for example their keyworker. It was agreed that the Association will provide a notice board placed in the reception area of all directly managed schemes to indicate which member of staff is on duty.

The next Service Improvement Group meeting which, will be held on Monday 17th July at St. Bede's House, will look at how we can improve the way we provide information to all our supported housing customers. If you would like to attend, please contact Lynn Whitehead, Contracts and Service Standards Officer on 0191 375 3718.



Alyson joins the team



We have recruited a new addition to the team. Alyson Hall joins us from our Finance department as a Supported Housing Officer covering some of our schemes we manage in partnership with our agencies.

Alyson has previously worked in our directly managed schemes and has been working as a volunteer to support vulnerable people within the community. Over the next month, for those who haven't met her yet, she will be visiting you to say hello!

Durham Women's Refuge goes all 'Jamie Oliver' for the day



Staff and children at Durham Women's Refuge have been serving up Jamie Oliver style meals for their mums.

After chatting with tenants about Jamie

Oliver's healthy schools meals campaign, staff at the Refuge found out that one of the children was having problems with her diet and would only eat chips and toast. As a result, staff thought it would be a good idea to arrange a day of cooking with the children to teach and show them that food can be fun and interesting.

The children really enjoyed the day and even made their own placemats, invitations, menu's and a sign for the 'restaurant' door the night before. They were really enthusiastic about helping with every stage of preparation and cooking, closely supervised by staff to make sure safety was followed in the kitchen. The menu included homemade garlic bread, chicken goujons (messy to make but delicious!), fresh potato wedges, salad, fresh fruit salad and ice cream.

Lisa Dodds, Housing Support Officer said,

" The children invited all of their mums, refuge staff and our cleaner Linda and we thoroughly enjoyed the meal, especially as it was served at the table which the children had set beautifully. What was so good about the day was the enthusiasm with which the children approached every single part of it and every one of them worked really hard. Best of all, one young woman tried some chicken for the first time in her life... and liked it! "



A fantastic drawing of the ill fated Titanic which was drawn one of our residents at St. James'.

Sinking of the Titanic

Some of our younger customers at St. James' House, in Stockton have been producing stories and art work to remember the time and day that the RMS Titanic was hit by an iceberg, on 14th April 1912, killing 1500 souls. Ivy Appleby, Housing Support Officer at St. James' House spent some time discussing what had happened that night and helped our customers to produce a picture of the giant ocean liner, together with a story of how it happened.

Swift action taken to serve ASBI

As reported in the last issue of the Bridge newsletter, we are taking positive action and making good progress in tackling and preventing ASB (Anti Social Behaviour).

We have just served our first Anti Social Behaviour Injunction (ASBI) on the partner of one of our tenants who assaulted two of Three Rivers' residents within one of our estates. The injunction now means that the perpetrator is banned from the estate and if seen on it, will be arrested and put before a judge within 24-hours to explain why the injunction has been breached. Any breach of that injunction which includes a 'power of arrest' and an 'exclusion zone' can lead up to two years imprisonment.

What is even more impressive is that we were able to serve an injunction on the perpetrator within 34 hours of the incident happening due to our multi agency working arrangements with the local Police.



Richard Mitchell, Anti Social Behaviour Co-ordinator.

Richard Mitchell, our Anti Social Behaviour Co-ordinator was informed of the incident at 9.00am the morning following the assault. Richard and the Customer Services Officer for that area spent that day collecting statements from the injured parties and the Police along with a statement on behalf of the Association. We attended court at 10.00am the following morning and the Judge granted an interim injunction to be served. Later that day, the Police attended the perpetrators house and served the necessary interim injunction order.

Richard explained, **" The speed at which this injunction was served is incredible and a testament to the Police and the residents who were attacked and bravely gave their statements to us. One of those residents even gave us their statement whilst in hospital receiving treatment from the attack. Their determination not to sit back and accept such a terrible incident should be held up as an example to everyone."**

" The swift action we took from the moment we were made aware of the incident shows Three Rivers' stance against Anti Social Behaviour (ASB) and our aim to reduce ASB within our neighbourhoods and the community."

Please report any incident of ASB to your Customer Services Officer in the first instance who will be happy to help and advise on the problems you are experiencing in your community. Obviously, if the incidents are serious like the one highlighted above, please **CALL THE POLICE ON 999**. The Police are one of the many agencies we work very closely with and your help is vital in taking action like the one above.



One light makes all the difference

Residents in Sandalwood Walk in Stanley were plagued by local youths congregating and causing damage in the communal gardens at the back of their properties. The incidents occurred due to poor lighting giving youths a place to hide. Once the problem had been reported, the Association quickly erected a PIR security light to one of the properties which is activated through movement and we are pleased to announce that these youths are no longer congregating in this area.

Free witness service

Did you know... if you experience problems of anti-social behaviour whilst our offices are closed, you can contact our 24-hour, 7 days a week Customer Services team and ask them to send a witness out to observe the situation?

The witness will only be sent out if the situation is still occurring and if it is relatively serious. He/she will observe the situation then feed a report back to our Anti-Social Behaviour Co-ordinator the next working day.

The report provided by the witness will help us decide if further action can be taken and may help us resolve the problem.

Our 24-hour Customer Services number is:
0191 384 1122

If you feel that it is necessary, you should also contact the Police on 999.



The Independent Living Team

Three Rivers has introduced an Independent Living Team to provide our older or disabled tenants with advice, assistance and information to enable them to maintain independence. The team consists of two Scheme Coordinators, a Care and Support Adviser, an Independent Living Advice Officer and a Benefits Advice Officer.

Since it was set up, the team has offered over 270 tenants in our sheltered accommodation and community alarm linked properties the opportunity to complete a Support Plan assessment. This Support Plan looks at all aspects of daily living from managing in your home to getting involved in social activities. If any needs are identified, the team offers information, advice, referrals to other agencies and other assistance. Over half of the visits have resulted in a positive outcome for our tenants - please see how in our case studies below.

Recently, we sent surveys to some tenants that had completed the Support Plan. The feedback was all very positive. One tenant said they were 'highly delighted with the outcome and the service provided'. Another tenant who had been feeling very isolated before her visit from Linda Lewis, our Care and Support Advisor, said the service was 'truly a tonic'.

As well as these planned visits, the team is also available for other tenants who may need some support or information. Sandra Wyper, Benefits Advice Officer, offers specialist advice and assistance on welfare benefits and tax credits. Dawn Murphy, the Independent Living Advice Officer, offers information and advice about support services, aids and adaptations and other general services that enable people to live more independently.

If you think you may benefit from our Independent Living Team or would like to find out more information about the service, please call us on 0191 384 1122.



Case Studies

When John and Edie received a visit from a member of the Independent Living Team, they discovered they were not receiving all the benefits they were entitled to. They were given help throughout the process of applying and were successful in receiving Pension Credit Attendance Allowance and Carers Allowance - this resulted in an extra £229.50 per week!... and it did not affect the help they received with their rent and council tax.

When Margaret had a visit, a member of the Independent Living Team found she had difficulty climbing the stairs to her upper floor flat. They arranged for a second handrail to be installed so that she had more support.

Anne's visit found that she was not managing to look after herself properly with only one visit a week from a Social Services carer. The Independent Living Team member spoke to Social Services who have now increased their service to daily visits.

Aids and Adaptations Policy

In April, Three Rivers introduced a new Aids and Adaptations policy. We may now be able to help tenants with minor adaptations (such as grab rails, lever taps or ramps) in their homes up to a cost of £750 without the need of an Occupational Therapist assessment. We can also help with the process of applying to Social Services for more major adaptations. If you think you may need adaptations in your home to enable you to manage more independently, please call Dawn Murphy on 0191 384 1122.

Sheltered Accommodation Leaflet

The Independent Living Team has produced a new leaflet with information about our sheltered accommodation in Hartlepool and Ferryhill. The leaflet will be distributed to all tenants currently living in either of the schemes and those in older person's accommodation. It is also available for anybody else interested in finding out more about sheltered accommodation or thinking about applying to move there. If you would like a copy, please call 0191 384 1122 or download it from our website.



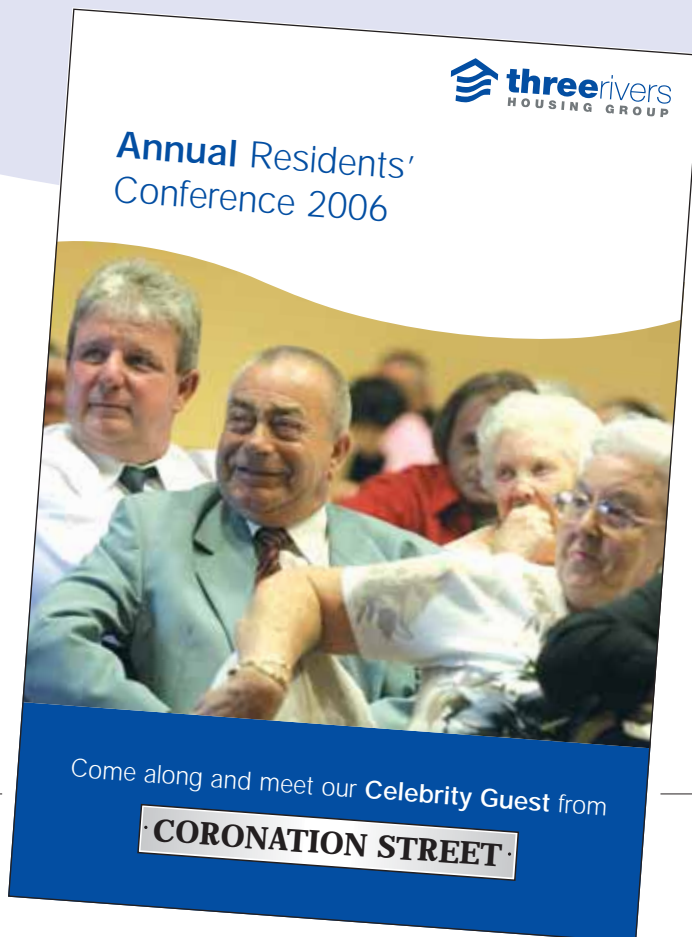
Annual Residents' Conference 2006

All tenants are invited to attend this year's annual resident's conference on Monday 3rd July 2006 at the Sunderland Stadium of Light, Sunderland Football Club.

The event is scheduled to commence at 7.00pm and there will be a special celebrity guest appearance from a top Coronation Street soap star!

The residents' awards will be presented on the night including your opportunity to meet and speak to staff from specialist services within the organisation. There will also be a free buffet, free transportation, free prizes and live entertainment from Andy Brown.

We hope to see you there!



Gardening competition

Back by popular demand is the Three Rivers' annual Garden Competition. It is simple to enter, the only criteria is that you have to be a Three Rivers' tenant and the garden you submit for the competition has to be located at your property. You may enter more than one category if you wish.



A selection of last years winning entries.

The categories are:

- Best Garden
- Best Hanging Basket
- Best Backyard Garden
- Best Garden in a Supported Housing Scheme

Winners of each category will be awarded a prize of £25 worth of gift vouchers.

Please complete the form below and return it with a maximum of five photos per category by **Friday 15th August 2006**. The judges will not be visiting the individual gardens therefore, please ensure that your photos are clear.

Name: (Mr/Mrs/Ms/Other): _____

Address: _____

Post Code: _____ Tel No.: _____

Category/categories you wish to enter: _____

Please return your completed form along with your photograph to:

Editor, The Bridge, Marketing & PR Manager, Three Rivers Housing Group, Three Rivers House, Abbeywoods Business Park, Pity Me, Co. Durham, DH1 5TG.

Your Maintenance Team



Glen Vardy
Programme
Maintenance Manager



David Stilling
Maintenance Surveyor



Stephen Riding
Reactive Maintenance
Manager



Neil Turner
Maintenance Surveyor



Michael Carman
Maintenance Officer



Sonia Wright
Project Administrator

Hands on Health

Residents from Teesdale House and in the community have recently completed a course to cascade health information and food preparation.

The course was called 'Hands on Health' and it lasted for eight weeks. Mr Sims who attended the course said,

" I hope that the course will run again in the future - possibly over a longer period. I enjoyed learning about how to make different healthy meals within a budget. "

Due to the success of the event, staff at Teesdale House are looking into extending the course as an ongoing event.

Great North Run update

Our Great North Runners have been practicing hard for the run on 1st October 2006. Staff are raising money for two charities, 'Winston's Wish' who support bereaved kids and 'Shelter' which campaigns and provides advice on housing related issues. The team hope to raise a total of £5,000, through sponsorship and events. Tracey Cooper, Finance Systems Officer at our Head Office has never been involved in a fun run before, but decided it was all for a good cause. Tracey said, **" I didn't think I could run 3 miles let alone 13.5, but I'm training hard and think I'll get there - I can't wait to run past Paula Radcliffe!!! "**

In the next edition, we'll give an update on how much we've raised!!

New formats available

The Association has received a tremendous and very positive response from residents about providing the Bridge newsletter and other marketing literature in alternative formats and languages.

We are now building up a database of customers who wish to receive the newsletter as a talking newspaper (audio tape) or in large print.

If you would like information in another format or language, or require the services of an interpreter, please contact our Customer Services Team on 0191 384 1122.

Your Letters

You told us that it would be nice to see some letters printed within each issue of the Bridge. The following is one of those, which Three Rivers Housing has received or that has been sent directly to the Bridge.

I am writing this letter to say thank you to Three Rivers and in particular to Dawn Murphy, the Independent Advice Officer whose help was invaluable in me receiving a new shower unit.

I am disabled and confined to a wheelchair. Three years ago, I approached social services to ask for help about installing a shower in my house. They said they thought a bath would be adequate for me so I recently applied to Three Rivers through their Independent Living Service and was told an officer would visit to speak to me and assess my application and then a decision would be made.

I received a telephone call about a week later and was told that my application had been successful and my shower would be fitted as soon as possible.

It was fitted above my bath three months ago and it has changed my life. There is no more struggling in and out of a bath which eventually I would most certainly be unable to use and also I'm sure would cut my water bills.

Again, thank you to Dawn and Three Rivers which proves to me, at least a caring attitude to their tenants.

Thomas Donaghy, Pallion Park, Sunderland.

Have your say...

Please send us your comments on the services we provide or the articles you read within this newsletter. Letters can be sent directly to:

Marketing & PR Manager, Three Rivers Housing Group,
Three Rivers House, Abbeywoods Business Park,
Pity Me, Co. Durham, DH1 5TG.

Tel: 0191 375 3716

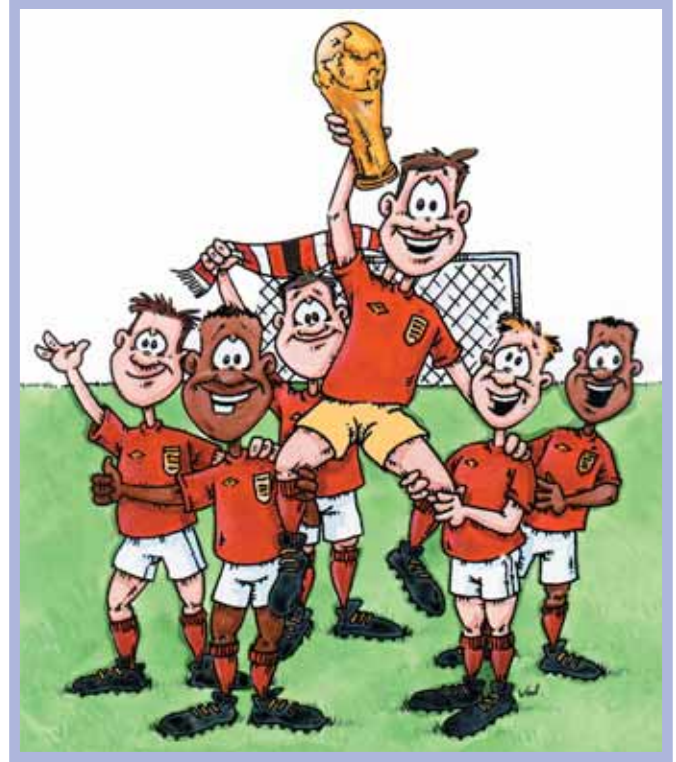
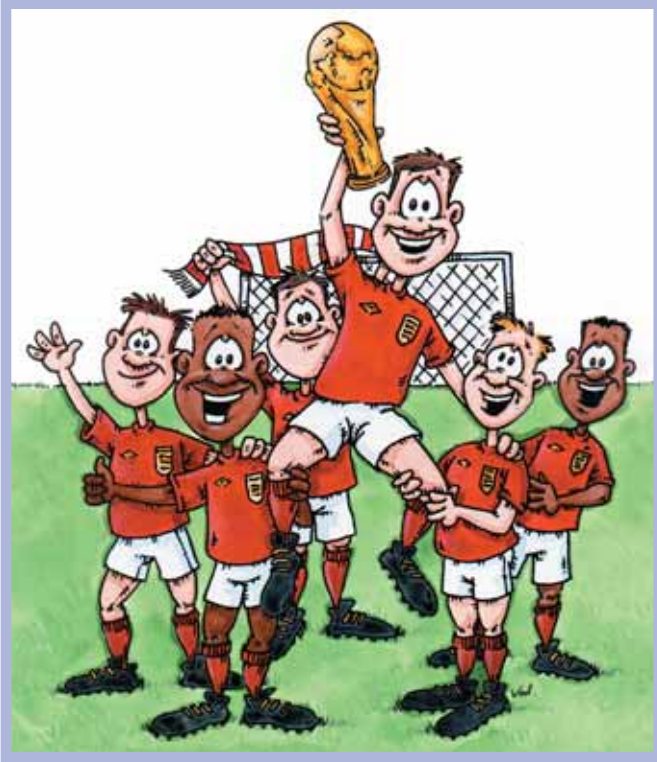
Email: thebridge@threerivershousing.co.uk

Spot The Difference - Solutions

1. The captain's hair is longer at the back
2. The scarf now has a black stripe
3. Part of the goal-post has disappeared
4. The player on the far left has lost a finger
5. The player on the far right's eyes have changed
6. The player second from the right has an extra stripe on his shorts
7. A line on the cup has disappeared
8. The captain's shorts are now pale orange
9. The player second from the right has lost the badge on his shirt
10. The player second from the left has a different smile

World Cup Spot the Difference

How observant are you? Look closely at the picture on the left, then study the picture on the right to find ten differences.



Did you spot them all? The solutions are on the inside back cover of this newsletter!

We can produce this newsletter in alternative formats and languages.

If you would like information in another language or format, or require the services of an interpreter, please contact us on: 0191 384 1122.

إذا أردت هذه المعلومات بلغة أخرى أو بصيغة أخرى،
أو إذا كنت بحاجة إلى خدمات المترجم، نرجو الاتصال بنا.

আপনি যদি অন্য কোন ভাষায় অথবা ধরনে এই তথ্য চান, অথবা কোন দোভাষীর
সাহায্যের প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের কে যোগাযোগ করুন।

若您想要此資訊的另一語言版本或另一形式，或者需要傳譯員
的協助，請聯絡我們。

ਜੇ ਤੁਹਾਨੂੰ ਜਾਣਕਾਰੀ ਵਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਵਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਤੁਹਾਨੂੰ
ਗੱਲਬਾਤ ਸਮਝਣ ਸਮਝਾਉਣ ਲਈ ਵਿਸੇ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ
ਨਾਲ ਗੱਲ ਕਰੋ।

اگر آپ کو معلومات کسی دوسری زبان یا شکل میں درکار ہوں، یا
آپ کو ایک انٹرپریٹر کی سروسز کی ضرورت ہو تو ہم سے رابطہ کریں۔