

Your News



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RWP

Reside With Progress

Welcome to **Your News!**

We recently spoke to our tenants, Ann and Paul, pictured on the front cover, at the opening party at their refurbished home in Penwortham, Lancashire. Find out more about the garden party on page 9.

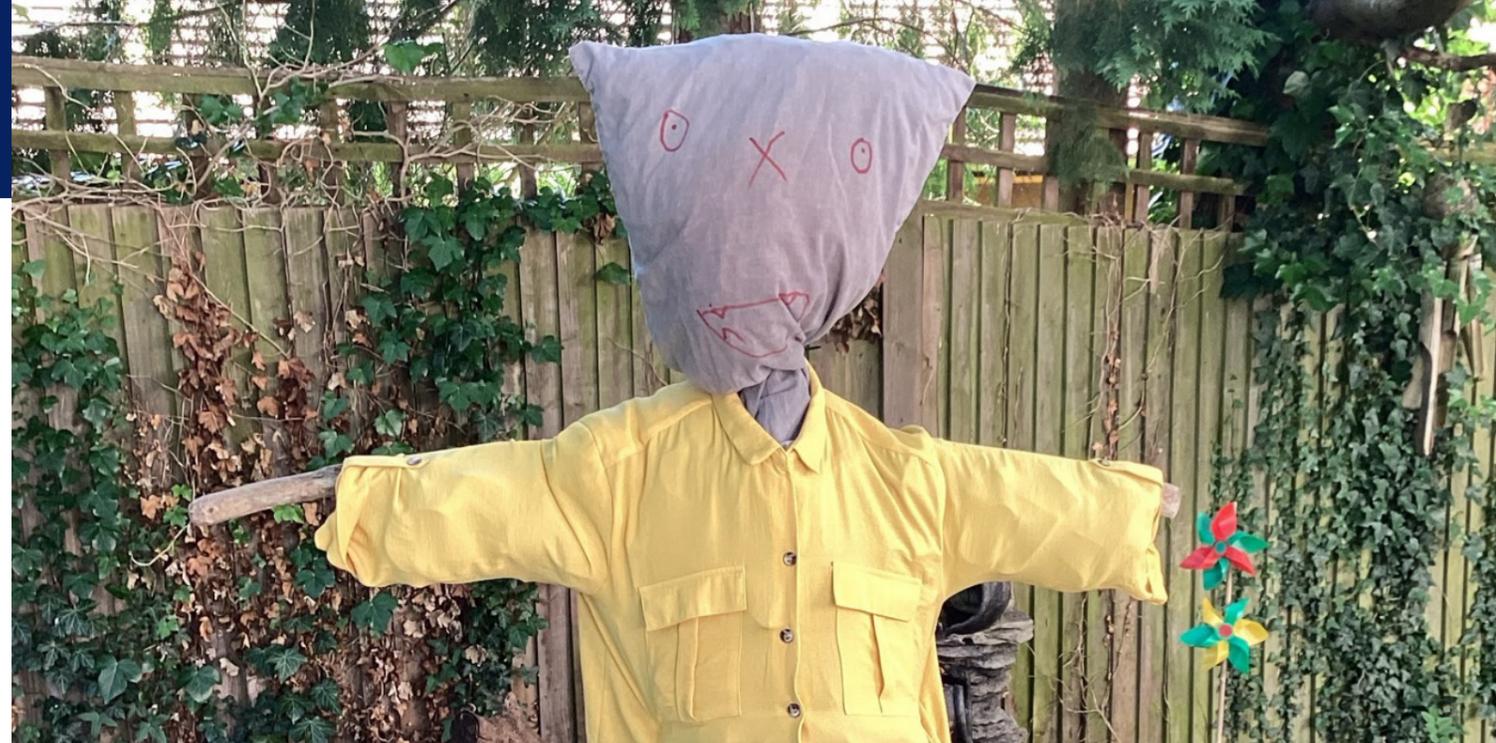
On pages 12-15 you can read our Tenant Annual Review for 2023/24. It tells you about the work that we have done during the year.

Les Warren
RWP Managing
Director



You said, we did...

After hearing feedback from the support provider and tenants at 2 large housing schemes in South London, we decided to talk about introducing a caretaking service. We understood that managing the schemes, with things like repairs, contractors and grounds maintenance was taking up too much time and taking the staff's time away from tenants. Following our consultation in January 2024, we introduced a caretaking service, and it has been a huge success.

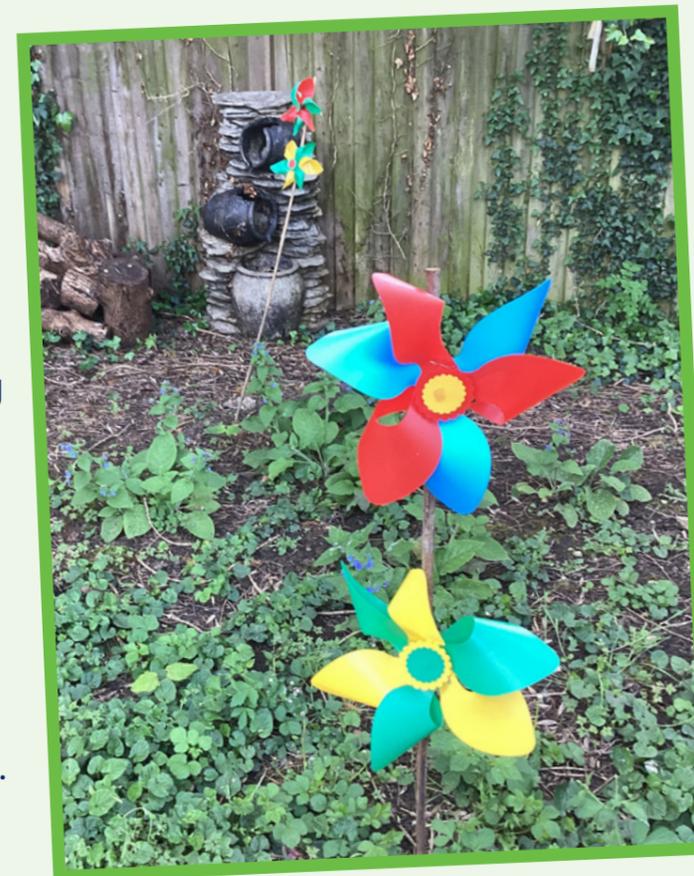


George's love of creative gardening

We love to see your creations and gardening! George enjoys spending time in his garden at his home in South London. He has been busy creating a fantastic scarecrow, with RWP Caretaker Nigel to add to his garden.

Working together, Nigel made the scarecrow's body out of old clothes donated to the scheme and packaging materials. George made the head from an old pillow case, stuffed it with packing foam and drew a scary face on it. The scarecrow has already made the night staff jump!

If, like George, you really enjoy creative gardening or have another hobby, let us know. You can email us at **RWPenquiries@progressgroup.org.uk**. We would love to hear about hobbies that you enjoy and share your stories in future issues of Your News.



Virtual hub update

Our virtual hub group met in May. Annette Stevens, Operations Director at RWP, explained why we are no longer using the contractor Bell for repairs and that we are using different contractors whilst we look for a permanent arrangement. We talked about the great news that housing officers are increasing to at least 2 visits a year and tenants shared their thoughts on the new tenant committee.

What happens at the virtual hub group?

The virtual hub group is your chance to meet other tenants and have a chat.

The meetings last an hour, and we would love to see more people at our next event.

You can join our Microsoft Teams meeting on your computer, mobile app or room device.

If you need help, please ask your support worker or contact the Customer Voice Team on **0333 320 4555** or send an email to **community@progressgroup.org.uk**.

We will put a reminder on Facebook when the next meeting is. Make sure you follow our Facebook page for news and updates, look for Reside With Progress. We will also share a reminder on our website:

www.residewithprogress.org.uk

Gardening service

We provide a garden maintenance service for many of our homes, mainly where there is a communal garden. This service is paid for in your rent.

Those who pay for this service will receive 2 gardening visits a month during April to September, and 1 visit a month from October to March.

During these visits, our gardeners will carry out 1 of these tasks (and sometimes more):

Cutting grass

March and October:

Mow once a month.

April to September:

Mow twice a month.

November to February:

Mow as needed due to extended growth periods.

Hedges, plants, and trees

- Trim hedges
- Small tree maintenance
- Prune shrubs
- Border maintenance
- Prune climbing plants

Sweeping and weeding

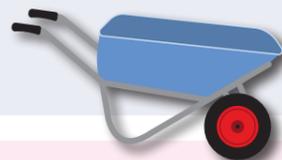
- Clear hard surfaces
- Sweep
- Weed
- Apply weed killer
- Clear up leaves



Reporting a garden concern

If there is anything in your garden that you are worried about or you think needs looking at then please talk to your housing officer. You can see the list of our housing officers and the areas they cover on our website: www.residewithprogress.org.uk/Housing-Officers/

Find out more about our gardening service on our website: www.residewithprogress.org.uk/your-home/your-garden/



Have your say

The Contracts Team is currently reviewing the service it provides. You can share your feedback or ideas on how it could be better. Send an email to: contractsteam@progressgroup.org.uk

Enter our creative competition!

Do you like to draw, paint or make things? Or maybe you like writing poems or taking photos? If so, you can enter our creative competition. The theme is 'Living your best life', and the competition is about why your home is special.

You might want to draw a picture of the view from your window or paint a picture of your garden. You could take a photo of your favourite part of your home or your local park where you go for walks. If you love baking or doing crafts, then you could send in a photo of that too! There are lots of ways you can be creative and enter the competition.

There are 3 categories that you can enter.

- Photography
- Poetry
- Creative work (including crafts, baking, or making things!)

These are the prizes you could win:

1st prize - £30 multi-shopping voucher

2nd prize - £20 multi-shopping voucher

3rd prize - £15 multi-shopping voucher

The closing date for entries is midnight on Thursday, 31 October 2024.

RWP is part of Progress Housing Group, which is running this creative competition as part of its 30th-anniversary celebrations. The competition is open to all tenants.

How to enter

Ask your support worker or a family member to help you enter the competition. Send us your photography or poetry, or a photo of your creative work, as a JPG or PNG attachment (max size 50MB) via the competition webpage, which is progressgroup.org.uk/get-involved/ways-to-get-involved/living-your-best-life. Please scan the QR code.



Please include your name, age, address and a brief description of your entry.

Photos of entries can be posted to Creative Competition, Progress Housing Group, Sumner House, King Street, Leyland, PR25 2LW. Please tell us that you are an RWP tenant.

New supported living home in Blackburn



Creating a sensory garden



RWP caretaker Nigel in the butterfly house

Our new supported living home in Blackburn has been fitted with a new bathroom and work has been done on the garden to meet the needs of tenants David, Azar, and Samid.

A garden for relaxing

The garden has a patio area which tenants and staff will be able to enjoy. New gates have been fitted so that the property is safe and secure. New guttering has been added to the property for good drainage.



Changes for tenants

Changes have been made to the property so that it is easier for moving around. A new bathroom and wet room have been fitted and levelled pathways have been installed. Corridors and doors have also been widened so that there is enough space to move around. Each bedroom has had power for a track hoist installed, too.



Keeping household bills down

An insulated floor, new radiators, and deep loft insulation help the property to stay warm. Solar panels have also been fitted which will help to keep energy bills down.



A beautiful sensory garden has been created by 1 of our supported living schemes in South London. It has been decorated with wind chimes and bug houses.

Creating the sensory garden

The beautiful sensory garden has been created with the help of RWP Caretaker Nigel, support staff and the local scout group.

“I am really looking forward to seeing the difference this will make to all our tenants’ sensory needs and I have particularly enjoyed chatting through the plans with George, 1 of our fantastic tenants” says Nigel.

Sensory experiences

The sensory garden is designed to stimulate 1 or more of the senses, such as sight, smell, sound, taste, and touch. It supports wellbeing as the garden encourages people to use all of their senses to enjoy nature around them. The local scout group have volunteered their time and helped by making decorations, such as wind chimes, windmills, and bug houses which create wonderful sounds, movement, and colour in the garden.



Getting close to butterflies and plants

A butterfly house was added to the garden, and tenants have been enjoying the colours and movement of the butterflies dancing around them. RWP provided the walk-in polytunnel that has been used to create the butterfly house. Tenants will be able to experience the sights, and smells, and sensations of the plants whilst enjoying watching the butterflies moving around the plants.

Local community

Tenants at the scheme are being supported to adopt hedgehogs from a local rescue centre which will help to support the tenants’ wellbeing and provide a learning environment for looking after animals.



Sustainable materials

Support staff from Choice Support at the scheme will help tenants engage with and enjoy the wildlife and sensory environment in the garden. Support staff will provide materials for the compost bin and hedgehog house that can be upcycled, such as wooden pallets, and so helping to contribute towards a sustainable environment in the garden.

Repairs update



RWP was working closely with our repairs and maintenance contractor Bell last year. We listened to feedback from tenants and colleagues about the service that was provided, and so we decided to stop working with Bell.

We have put in place temporary arrangements with new contractors, for our homes that receive a repairs service from us. We are pleased to say that the repairs and maintenance service has improved.



We want to hear from you

We will be starting our search very soon to find permanent contractors to join us from July 2025. We are very keen to involve tenants and support providers in this important project to make sure the new contractors have the best experience in delivering an excellent service.

If you would like to be involved in finding permanent contractors, please contact **community@progressgroup.org.uk**

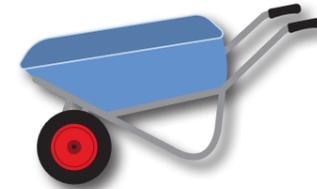


Garden party in Penwortham

Our new supported living home in Penwortham hosted a lovely garden party. Family, friends, and RWP staff were invited to celebrate the tenants moving in.

Work took place at the home before tenants moved in to meet their needs, with things like, widening of doorways, full level access, and adding specialist hoisting equipment. The tenants were involved in the choices for their home and have been able to choose their own bedroom colours, flooring, kitchen and bathroom colours, and wall finishes.

The garden is a wonderful place to relax in, with seating planters added so tenants can have their own outdoor seating area.



Tenants enjoy the garden party

Tenants Ann and Paul had fun at the party and they are both enjoying spending time in their new home. "I like living here and there are no stairs. Support workers do everything for us. I can cook and I recently made a beautiful banana flambée. I am enjoying the party," says Paul.

"I like my new home because it is all downstairs. It is nice to mix with people again as where I lived before, my friend moved out, and I was lonely. I am enjoying the party – it is nice to celebrate with everyone," says Ann.

Housing officer Sarah says:

"They all love the house and are very settled. They love the location, and shops and cafes near them. When I was last there 2 of the tenants told me how much it has changed their lives as they had moved from a property where they had struggled with stairs."



Ann with her artwork

David's quiz!

Tenant David enjoys a good brain teaser and has put together 10 questions on pop stars, sports stars, and royalty. How many can you get right?

1. By which famous stage name is the British pop star Reginald Dwight, better known as?
2. By which famous stage name is the British actor Maurice Micklewhite, better known as?
3. By which famous stage name is the British pop star, Gordon Sumner CBE, better known as?
4. Which Northumbrian town gives its name to a breed of small pet dog notable for its curly hair?
5. Who succeeded Queen Elizabeth I, as monarch of the English Throne in 1603?
6. In which Canadian city was British female tennis player Emma Raducanu born?
7. Which US solo singer was killed when the aircraft he was flying crashed into Monterey Bay in California in 1997?
8. If a darts player hits a treble 20, a single 17 and a double 15 what would their score be?

1. Sir Elton John CH CBE, 2. Sir Michael Caine CBE, 3. Sting, 4. Bedlington, 5. King James I, 6. Toronto, 7. John Denver, 8. 107

Answers:

Competitions

Spot the difference

Can you spot the 10 differences between these garden scenes?

Circle all the differences, then fill in the form below and send it to our Leeds office address (see the back page) or email us at **community@progressgroup.org.uk** by 31 October 2024. All entries received will be entered into a prize draw for the chance to win a £10 voucher.



Name: _____

Address: _____

Contact number: _____

Spot the wheelbarrow competition

How many wheelbarrows can you find in this issue? Write to us at the Leeds address (see back page) or email us at **community@progressgroup.org.uk** by 31 October 2024. Write the number of wheelbarrows spotted, your name, address and telephone number to enter the prize draw and you could win a £10 voucher.

Winners from the last issue

The winners of the count the daisies prize draw is Elliot from Bramcote. The winner of the spot the difference is Henry from Newark. Congratulations on each winning a £10 voucher.



What to do if people are making you feel upset or worried



Anti-social behaviour is behaviour that upsets, annoys, or harms other people.

What is bullying?

If you make another person feel frightened or upset because of what you have done or said, this is called bullying or harassment. It might happen just once, but it could happen all the time. The person doing the bullying could be someone living in your home, or they could live somewhere else.

How to fix the issue?

You can try and fix the issue by first talking to the person who is doing the anti-social behaviour. Please only do this if it is safe. You can report the issue to us, and we will help you get the support you need.

Talk to your housing officer

If someone is upsetting you or making you feel worried in your home, speak to your housing officer about what is happening, they will be able to help you and get the support you need. You can give us a call on **0333 320 2675**.

What is anti-social behaviour?



Crime

.....



Damaging homes and other buildings

.....



Owning a dangerous dog as a pet or owning a dog that does not stop barking

.....



Hurting or upsetting others

.....



Being too loud and noisy

You can find out more information about what to do if someone upsets or frightens you, in Easy Read, on our website:

www.residewithprogress.org.uk/your-home/safeguarding/

Tenant annual review 2023/24 summary

Welcome to your Tenant Annual Review from 1 April 2023 to 31 March 2024. This is about how we have looked after our tenants and their homes throughout the year.

We have agreed 3 Customer Promises with our tenants.

1. We promise to maintain our properties and carry out repairs
2. We promise to keep your community and neighbourhood safe
3. We promise to listen to your feedback and involve you in our work

The government's 4 new consumer standards make sure that housing providers like us improve how we deliver services to our tenants.

The 4 standards are:

1. The Safety and Quality Standard
2. The Transparency, Influence and Accountability Standard
3. The Neighbourhood and Community Standard
4. The Tenancy Standard

You can find out more about the standards here.

www.progressgroup.org.uk/policies-and-reports/performance-reports/consumer-standards/



Safe and sound homes

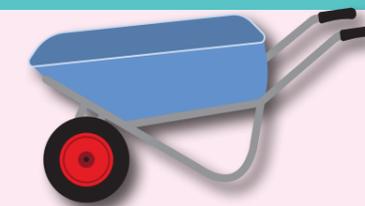
The Safety and Quality Standard

We promise to keep your homes well-maintained and safe. This means that Last year we carried out over 18,500 repairs, which included 5,500 emergency repairs.

71.3 out of 100 tenants were satisfied that their home is well-maintained



Keeping you safe



We carried out over 2,600 checks to make sure our homes are safe and sound.

77.1 out of 100 tenants were satisfied that their home is safe



1,233 gas safety tests



201 electrical tests



582 fire risk assessments



17 asbestos checks

Our Customer Promise | Homes How well are we doing?

0.1% of our homes do not meet the Decent Homes Standard

100% of gas safety checks were completed

99% of fire safety checks were completed

1.8% of investment in existing homes

75% of homes with energy performance certificate (EPC) rating of C or higher

71.3 out of 100 tenants were satisfied that their home is well-maintained

77.1 out of 100 were satisfied that their home is safe

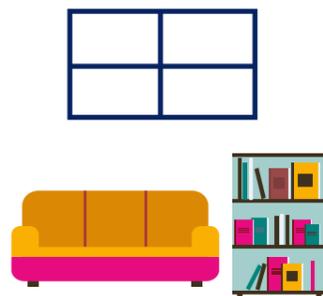
201 environmental improvements



4,228 homes



89 new doors and windows



5 new roofs

71 new kitchens



46 new bathrooms



485 adaptations

3 new heating systems



Tenant annual review 2023/24 summary (continued)

Neighbourhood and Community Standard

We promise to work with you and other agencies to keep your community/neighbourhood safe and well-maintained.

Our Customer Promise Communities/neighbourhoods

How well are we doing?

7.4% of reinvestment in new properties and existing stock

11.1 anti-social behaviour cases per 1,000 homes

59.9 out of 100 tenants were satisfied that Progress Housing Group, which RWP is part of, makes a positive contribution to neighbourhoods

73.7 out of 100 tenants were satisfied that communal areas are kept clean and well-maintained

61.3 out of 100 tenants were satisfied with the approach to handling anti-social behaviour



59.9 out of 100

tenants were satisfied that we make a positive contribution to communities/neighbourhoods



73.7 out of 100

tenants were satisfied that communal areas are kept clean and well-maintained

The Transparency, Influence and Accountability Standard

We promise to be always respectful and supportive and involve you in improving services.

We value your thoughts and feedback. By listening to what our tenants have to say about our homes and services, we can do better and improve. This year, we received 382 complaints. 93 out of 100 of those were dealt within 5 working days. We also received 34 compliments about how happy you were with the work that we do.

You can read more about our targets, trends and performance on our website at residewithprogress.org.uk/about-us.

If you have any questions, please get in touch. Our contact details are on page 16.

Involving tenants

Our Customer Voice group checks on how well we are providing our services.

RWP is part of Progress Housing Group and over the year, we organised 101 consultation events for all of our tenants, and 401 people attended.

These included scrutiny events so that tenants could check on our work.

For RWP tenants, we also organised a consultation event about our new tenant committee, where we spoke to tenants for their feedback.

You said, we did

Tenants were not satisfied with how long it takes to get through to us on the phone to report a repair.

We handed out fridge magnets which have a QR code so that support staff and tenants can report repairs easily online. Contact us if you would like one.

You can report a repair here:



101

tenant consultation events organised



63.4 out of 100

tenants were satisfied that their views are listened to and acted upon

Our Customer Promise | Culture

How well are we doing?

59.1 complaints per 1,000 homes

78 out of 100 tenants agree that they were treated fairly and with respect

63.4 out of 100 tenants were satisfied that their views were listened and acted upon

68.3 out of 100 tenants were satisfied that they were kept informed about things that matter to them



Scan the QR code to get other versions of this newsletter



Scan me!



An audio version

Listen to the news in the autumn newsletter.



A screen reader friendly version

Download a screen reader friendly version, which can be used with screen reader applications.



A high-contrast version

Download a high-contrast PDF of the newsletter. The colours have been changed to help people view the images and text.



You can also get the other versions by going to this page on our website: www.residewithprogress.org.uk/living-in-your-home/your-newsletter/

Useful addresses and telephone numbers



Write to us at:

RWP, Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW



Opening hours:

Monday to Friday, 8.30am-4.30pm



0333 320 2675



www.residewithprogress.org.uk



RWPenquiries@progressgroup.org.uk



Repairs

To report a non-emergency repair, go to www.residewithprogress.org.uk



If you have questions, you can live chat with us on our website, Monday to Friday, 8am to 5pm



Leeds office:

LiLAC tenants, New Pudsey Court, 101 Bradford Road, Pudsey, Leeds, LS28 6AT



Office opening hours:

Monday to Friday 9am-5pm



LiLAC tenants, for repairs, please call 0345 241 6041 and press 1

Unhappy about something? Find out how to make a complaint on our website www.residewithprogress/get-in-touch. If you are still not happy, you can contact the Housing Ombudsman about a complaint on 0300 111 3000 or email info@housing-ombudsman.org.uk.

Remember: Repair lines are very busy first thing in the morning. If your repair is not urgent try calling after 11am.