

# Your News

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**RWP**

Reside With Progress

# Welcome to Your News!

**Our newsletter is full of news and stories, and a bit of fun too!** To find out how we're delivering our best service to you find out about our Customer Promises on page 6.



I recently visited tenants at one of our properties in Leyland, Lancashire with our board members, see page 4. I enjoyed meeting Nathan and Caitlin in their home. I was impressed by the efforts of the support provider and ourselves to make sure that everyone got on well before people moved in. Shared living can be very rewarding but it is important to get it right from the start.

The insert with this newsletter is a handy reminder of what to do if you have an emergency repair. Keep it pinned to your noticeboard or stuck to the fridge so everyone can see it and knows how to report it.

## Meet Simon

**Simon lives in south-west London, in a shared home with two other housemates. We visited him at home.**

He told us about his passion for gaming. "I play online with friends, it's great!" One of his friends even bought him a game as a Christmas present. He collects Sonic the Hedgehog figures and he is really interested in anything Japanese.

He leads a very active life, going out with his support workers most days of the week. "I love to go out to Kingston and look for deals on games, then maybe a hot chocolate afterwards," says Simon. "I go to a club called Future Friends one night a week



where I meet up with my friends too." He lived with his mum for a long time before moving into his house, and it was a big step to living independently (with support). "I wasn't sure I was ready, but after three weeks it was fine," says Simon. You can watch his film on our website, just go to [residewithprogress.org.uk/real-stories/meet-simon/](https://residewithprogress.org.uk/real-stories/meet-simon/)



## Scarecrow and Sunflower Festival 2023

**Our Scarecrow and Sunflower Festival is back this year, running throughout July and August.**

Why not get creative (perhaps with your neighbours, community or support staff) and make your own scarecrow? You can use anything you have at home to make it like old clothes, gardening gloves, plant pots, garden canes, straw or things from your recycle bin.

You might choose to make a traditional scarecrow or one inspired by your favourite character. You could even make some scarecrow themed art, or a mini indoor scarecrow.

Last year our tallest sunflower entry was grown by our tenant Stephen, reaching a whopping 325cm!

**Sunflowers can take a long time to grow, so if you would like to take part, you will need to think about planting your sunflower seeds soon. Here are some tips to help them grow:**

1. Put some compost in a plastic cup or plant pot, almost to the top. Put your finger in the soil to make a hole for your sunflower seed.
2. Put a sunflower seed into the hole then cover it with a little compost. Give it some water so it is damp.
3. Put the cup somewhere sunny like a windowsill. Give your sunflower a little water whenever it feels dry.
4. After about one or two weeks a shoot should poke through the soil.
5. When your plant grows too big for the pot, plant it in a bigger

flowerpot or somewhere warm and sunny outside. Place a marker with your name next to it.

6. Keep checking on your sunflower, making sure it doesn't dry out (but no need to overwater it) - how tall will it grow?

If you would like us to send you a free pack of sunflower seeds to get you started, please email [community@progressgroup.org.uk](mailto:community@progressgroup.org.uk) or contact the Progress Involvement Team on 0333 320 4555.



To enter, please visit [progress.org.uk/bloom](https://progress.org.uk/bloom) or contact the Progress Involvement Team if you need support to enter (see details above).

All entries received between 1 July and 3 September 2023 will be shown in our newsletters and on our website. There will be prizes for the 10 tallest sunflowers and the scarecrows that make our judging panel smile the most. We can't wait to see them all!

# Our visit to Leyland

Members of RWP's leadership team and the board recently met up to talk about future plans and how we can improve our services. As part of their day together, they visited a supported living scheme in Leyland, Lancashire and met with tenants Nathan and Caitlin.

Nathan loves gardening at his home. "It helps with my confidence, it motivates me and I feel safe here." Support Manager Anne says: "Nathan's confidence is growing all the time, with new activities that he's doing. You can see the difference in him."



Nathan



Caitlin

Caitlin recently moved into the property and says the move went smoothly. She visited three times beforehand to meet Nathan and the support staff. She loves gaming, drawing and jigsaws. "I'm currently learning how to speak Swedish," says Caitlin. "I really enjoy music, so I'm planning on learning the piano, too."

RWP's board member Elaine Johnstone was impressed with the scheme. "It was wonderful to visit to see how supported living works so well for our tenants,"

said Elaine. "The support staff are dedicated to ensuring Nathan and Caitlin live independent lives, make their own choices and feel safe in their home. It was great to meet them and to hear about their interests and day to day lives."



Elaine and Nathan



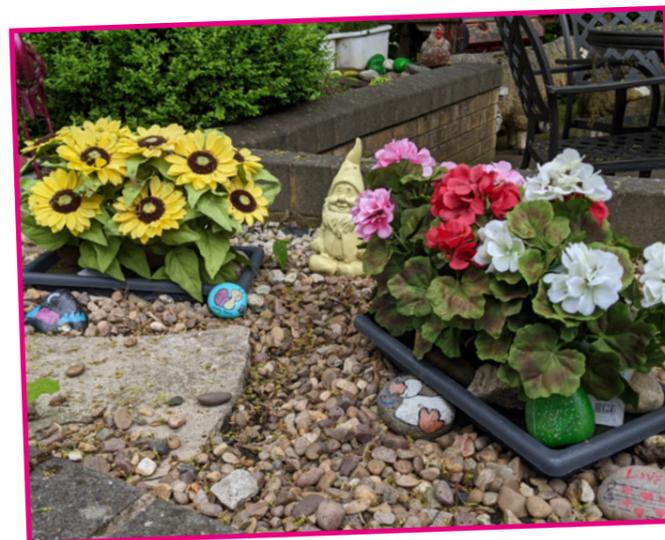
## Gardening competition!

**Gardening is a great way to keep busy and active at home. Now might be the perfect time to get outside, enjoy your garden and start growing.**

You don't need a big garden to enter our gardening competition, called Progress in Bloom 2023. You might start off with something simple like a planter or some hanging baskets.

Why not visit the Royal Horticultural Society (RHS) website [www.rhs.org.uk/advice/get-growing](http://www.rhs.org.uk/advice/get-growing) for some simple advice to help get you started.

There are step-by-step instructions with photos to help you do things like plant a container, sow seeds or learn to spot a weed.



### How can I enter?

You can enter by completing a form on the Progress Housing Group website, [www.progressgroup.org.uk/bloom](http://www.progressgroup.org.uk/bloom) or by scanning this QR code.



If you see a lovely garden in your area, why not send in a nomination for it!

After feedback from those who took part last year, you can now enter until later in the year, to give all your lovely plants chance to bloom. Entries can be submitted until Sunday 3 September 2023.

### When will the judging take place?

This year judging will be carried out by a tenant panel and will take place on Thursday 14 September 2023.

If you would like any more information or help entering the competition please send us an email to [community@progressgroup.org.uk](mailto:community@progressgroup.org.uk) or call us on 0333 320 4555. Happy gardening!



# Our Customer Promises



We have worked with our tenants to agree on a new set of Customer Promises. Each of our promises has a measure.

Our Customer Promises are to make sure that you can hold us accountable for the things that matter most to you.

We will publish how well we deliver our promises on our website every quarter.

Follow us on social   

Website [www.progressgroup.org.uk/promises](http://www.progressgroup.org.uk/promises)



# Our Customer Promises

As a responsible landlord, we have worked with a group of our tenants to agree our Customer Promises. These are to help you see how we're performing in the service we provide to you, and if we're keeping our promises.

Here are our promises:

## Communities/Neighbourhoods

We promise to work with you and other agencies to keep your community and neighbourhood safe and well maintained. (We understand that communities and neighbourhoods mean different things to different people.)



## How we will measure our promises to you

Each Customer Promise has around five different measures, which have been agreed with tenants. These are ways to show you how we are keeping our promise.

## Homes

We promise to keep your homes well maintained and safe



## Culture

We promise to be respectful and supportive at all times and involve you in improving services.

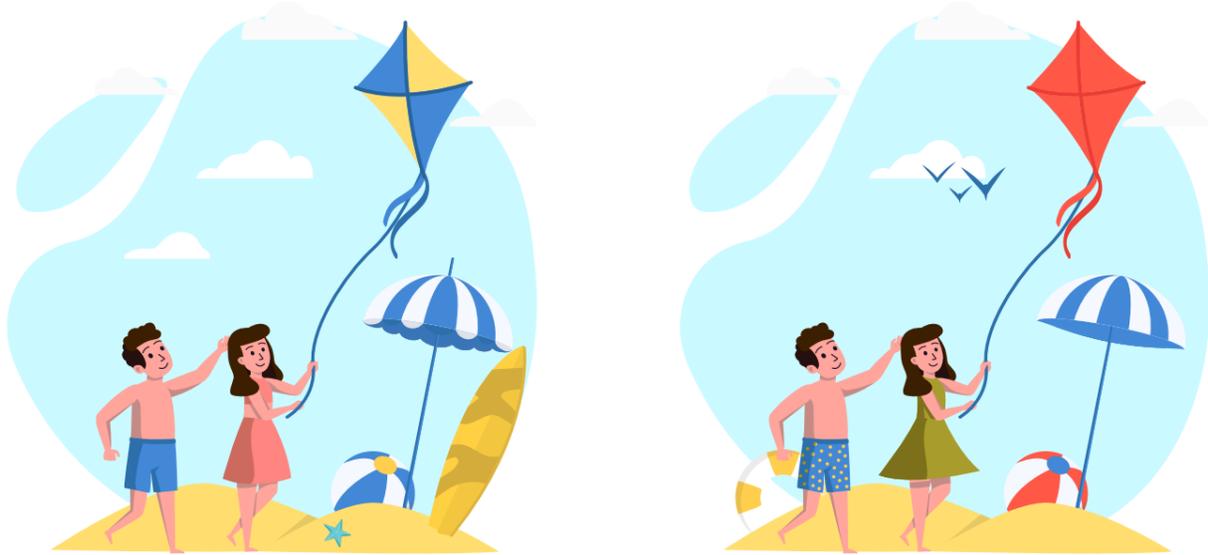


You can find out more information on our website. Just go to [residewithprogress.org.uk/your-home/customer-promises](http://residewithprogress.org.uk/your-home/customer-promises) or scan this QR code



# Spot the difference

Can you spot the 10 differences about going to the seaside? 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](mailto:community@progressgroup.org.uk) by 31 July 2023. All entries received will be entered into a prize draw for the chance to win a £10 voucher.



Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact number: \_\_\_\_\_

## Spot the ice cream competition

How many ice creams can you find in this issue? Write to us at the Leeds address (see back page) or email us at [community@progressgroup.org.uk](mailto:community@progressgroup.org.uk) by 31 July 2023. Write the number of ice creams you've 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 winner of the count the daffodils prize draw was John from Scunthorpe. The winner of the spot the difference prize draw was Yvonne from Lancaster.

**Congratulations on each winning a £10 voucher.**



# Community Champions Awards!



RWP is part of Progress Housing Group which held the Community Champions Awards in March to celebrate the amazing work of volunteers.

This year we had nominations for 13 groups, 24 individual and five young people under the age of 25. A judging panel decided on the Gold, Silver and Bronze awards.

Two RWP tenants won awards in the Individual Volunteer category: Sandra from Morley who won Highly Commended and Rebecca from Euxton who won Bronze.

Sandra is always eager to help others and has been part of many different volunteer organisations over the years such as charity shops, animal charities and the Salvation Army. She gives up her time every week.



Involvement officer Nat & Sandra

**"Thank you for a fabulous night,"** said Sandra. **"I really enjoyed myself. Can we do it all again next year?"**

Sandra volunteers at the Thackray Museum of Medicine where she helps customers and looks after the medical leeches.

Rebecca won a Bronze award and works hard to support other tenants through attending advocacy groups for her support provider Brothers of Charity. She also volunteers two days a week at a local cafe.

**"I do a lot of advocacy work for people with a learning disability,"** says Rebecca. **"I help them with advocacy about relationships and things like that. I've really enjoyed the awards, it was a great atmosphere and it was nice to meet the other award winners too."**

Jacqui De-Rose, Chief Executive of Progress Housing (which RWP is a part of) Group, presented the awards to the winners. She said: **"It was wonderful to spend time with so many great people who help to make our communities feel so special."**



Jacqui & Rebecca

# How well are we doing?

In March and February we asked an organisation called Acuity to contact you to ask you some questions (known as a survey). This was to find out how happy you are with the services we provide to you.

We will send you these questions every year so that you can see how we are doing.

We have received the results of this survey and want to share the results with you:

## Responses

 **1,018** surveys were completed digitally

 **635** surveys were sent by post

 We called **29** tenants by phone

**Total number of people who responded: 1,682**



## Results

- 63% of tenants are satisfied with the overall service.
- You described your home as “comfortable”, “nice”, “good”, “safe” and “lovely”.
- The main reasons for satisfaction are being treated with respect, rent value for money and the repair service in the last 12 months.
- There are three areas which we need to work on to improve tenants’ satisfaction (see the recommendations opposite).

## Next steps

We are now developing an action plan to work on these recommendations. We will continue to update you throughout the year on our progress.

## Thank you!

We would like to thank everyone who took part in this survey. As always the commitment from tenants to help us improve our services is overwhelming.

A full detailed view of results will be published soon on our website at [residewithprogress.org.uk](http://residewithprogress.org.uk)

If you have any feedback or want to get involved, please call us on 0333 320 2675.

# Overall satisfaction **63%**



Well maintained home

**63%**



Repairs – last 12 months

**63%**



Positive contribution to neighbourhood

**54%**



Listens and acts

**58%**



Rent – value for money

**59%**



Service charge – value for money

**57%**

# Recommendations



## Homes, repairs & improvements

Around three-quarters of tenants had a repair in the last 12 months. Your main concern was the time taken to complete a repair and outstanding repairs.



## Engagements & complaints

Just 60% of tenants are satisfied that we listen to their views and act. You would like to receive better communication and improved complaints handling.



## Value for money & cost of living

Tenant satisfaction with the value for money measures are relatively low. 85% of you are concerned with the cost of living.





## Our Tenant Annual Report

We are busy getting our annual report ready for you. We want to tell you how we have been doing as your landlord over the last year.

We want to hear from you about the information you would like to know. Do you want a simple explanation of our work as your landlord with plain English and numbers? Would you prefer a picture? Have your say by contacting us by email at **community@progressgroup.org.uk** or call us on **0333 3204 555** by Friday, 14 July.

## 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](http://www.residewithprogress.org.uk)



RWPenquiries@  
[progressgroup.org.uk](mailto:progressgroup.org.uk)



### Repairs

To report a repair, go to  
[www.residewithprogress.org.uk](http://www.residewithprogress.org.uk)



If you have questions, you  
can live chat with us. In  
an emergency, please  
call 0333 320 2675.



### 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

This newsletter is available in other  
formats, such as audio or large print.  
Please contact us on 0333 320 4555  
or [marketing@progressgroup.org.uk](mailto:marketing@progressgroup.org.uk)

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

You can contact the Housing  
Ombudsman about a complaint  
on 0300 111 3000 or email [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk). The Complaint Handling  
Code is on our website:  
[residewithprogress.org.uk/your-home/what-to-do-if-you-are-not-happy/](http://residewithprogress.org.uk/your-home/what-to-do-if-you-are-not-happy/)