

Progress People

Issue 65



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Reside, and Progress



Housing Group join together

What has changed?

Reside Housing Association, and Progress Housing Group joined together on 30 September 2021.

Why have you joined together?

We want to be the best housing provider for people with a learning disability or autism.

What will this mean for me?

We think you will get a better service as we can learn from each other about what we do best.

Will my support provider change?

No, your support provider will stay the same

What will change?

Reside, and Progress Housing Group will work better together and provide better services by joining up.

When will things change?

Nothing will change for you straight away, but we will keep you updated over the next six months.

Will you provide more homes?

We will be able to provide more homes for people with a learning disability or autism across the country. We will do this by working with everyone, such as councils and support providers.

Will you be able to stand up for people with a learning disability or autism?

We want to have a louder voice and stand up for better housing choices for people with a learning disability or autism.

What things will you do?

- ◆ We will provide really good homes that are safe and secure
- ◆ We will make sure all our staff and contractors understand the needs of people with a learning disability and/or autism
- ◆ We will make sure that when you contact us, you speak to someone who understands your needs
- ◆ We will make sure we spend your rent money on things that matter to you
- ◆ We will look at better ways to involve you in how we work, and we will listen to your views

We have created an easy read document that includes some common questions we have been asked regarding the two organisations joining together. You can view this on our website www.progressgroup.org.uk/reside

What will happen next?

Please let us know if you have any feedback for us, and we promise to listen to you and get back to you. You can contact us by telephoning ☎ **03333 204555** or by email at ✉ enquiries@progressgroup.org.uk. Or, if you need assistance, please ask your support worker or family member to help you contact us.

We want to learn more about you to help us provide better services. We would love to hear about what your home means to you. Turn to page five of this newsletter. You can tell us about your home and where you live and enter our competition to win some art materials.



Our annual tenant review 365

Our annual tenant review is now available to read on our website www.progressgroup.org.uk/tenant-annual-reports.

The review explains how we did last year. It provides an overview of the services we deliver at Progress Housing Group. It highlights what we have done well and tells you about our plans for the future. It also details the support we have provided tenants and communities during the pandemic.

Key highlights



Over **40,000** repairs completed



£26.5 million spent on improving and maintaining our homes



£9.5 million invested in responsive repairs



167,752 welfare checks were completed from 1 April 2020 to 31 October 2021



121 new homes built for general needs, supported living tenants and low-cost home-ownership



£18.3 million spent on building new homes



84.2 out of 100 were satisfied right-first-time with the repairs to their home. Our target is 80 out of 100.



Gas compliance: 100%



Anti-social behaviour cases: 900



Over **£436,000** was invested in our aids and adaptations service.

Your feedback is important to us as we use this to improve our services. If you would like to get involved, email ✉ community@progressgroup.org.uk, go online at www.progressgroup.org.uk or speak to a Progress Involvement Team member on ☎ **03333 204555**.

We all fit together artwork

To mark this year's Learning Disability week, some of our tenants have been participating in the Progress Community Artwork Project, 'We all fit together'.

This takes the form of a giant jigsaw. Everyone uses their creativity and works together to create one big piece of artwork. Here are some photos of the work so far, and we will continue to grow the jigsaw and see how big we can make it! If you would like to create a jigsaw piece, please contact the Progress Involvement Team for a pack on ☎ **03333 204555** or email ✉ community@progressgroup.org.uk.



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Stories of Progress - meet Glen

We are delighted to bring you our supported living tenant, Glen's story.

Glen has shared his story with us as part of a report we do every year, which says how we are doing.

Glen lives in a supported living scheme in a ground floor property suited to his needs and health conditions. Before becoming a Progress Housing Group tenant, Glen was unhappy in his home and felt alone.

Progress Housing Group supported Glen to become more independent.

Glen feels comfortable talking to the Group's Supported Living Team about any problems or issues he has. He now feels confident enough to go out on his own.

Glen loves planting in his garden, gets involved in tenant events, has a girlfriend and friends with whom he enjoys spending time, and now says he feels safe and supported in his new home.

Watch Glen's story by visiting our website www.progressgroup.org.uk/glen

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Spending our money well

We want to make sure we spend your rent and service charge money in the best way. We want the money to go further but still provide the best services to you. This is called Value for Money.

Each year, we look at how we are doing and what we can do better. We have to follow government rules to make sure that we provide good homes and services. Every year we have to report how we are doing. You can read or download a copy of our 2020/21 'Value for Money' position statement by visiting our website www.progressgroup.org.uk/vfm/ or contact us for a copy on ☎ **03333 204555**.

Find out more

If you can think of ways to save money and provide a better service to you, please contact us. You can email ✉ enquiries@progressgroup.org.uk or telephone us on ☎ **03333 204555**.

Visit us online at www.progressgroup.org.uk

Supporting Gas Safety Week 2021

We showed our support for Gas Safety Week (13-19 September 2021) by telling everyone about the importance of gas safety.

This year is the 11th year of Gas Safety Week. We joined organisations from across the UK to make people aware of the dangers of gas appliances that are not looked after. If appliances are not looked after, they can cause gas leaks, fires, explosions and carbon monoxide poisoning.

We perform safety checks every year on gas appliances that we have provided in your home. The law says we must carry these out and that you must allow us into your home to do this.

Find out more about gas safety on our website, visit www.progressgroup.org.uk/gas-safety and for home safety information, visit www.progressgroup.org.uk/home-safety

If you smell gas, do not wait; call the National Grid gas emergency number on 0800 111 999

Keeping you safe in your home

Our Head of Health and Safety, Chris Ashton, recently met with some of our tenants. Chris asked them how we could help them keep safe in their home.

Chris provided information about the government's new rules about keeping buildings safe and talked about a document called the 'Social Housing Green Paper'. This document asks housing providers to get their 'tenant's involved in all aspects of the services they receive.

These proposals were welcomed, and several suggestions were put forward to improve safety. These included publishing planned improvement work schedules on the website and ideas on how we can provide more environmentally friendly lighting in communal areas.

At the next meeting in December 2021, we will be discussing how we can share best practices to help keep you safe in your home. Further information is available on the government website, www.gov.uk/government/publications/the-social-sector-building-safety-engagement-best-practice-group-final-report

Ideas and suggestions on how we can keep you, your family, neighbours and community safe are always welcome. Please get in touch with us on 03333 204555 or email enquiries@progressgroup.org.uk

How to stay safe in your home

To keep you safe, follow Gas Safe Register's top tips:



- ◆ Know the symptoms of carbon monoxide poisoning; headaches, nausea, breathlessness, collapse, dizziness and loss of consciousness.



- ◆ If you smell gas or think there might be a gas leak, call the free 24-hour national gas emergency number immediately on 0800 111 999.



- ◆ Never attempt to work on a gas appliance yourself; always seek the help of a qualified Gas Safe registered engineer who can work on your gas cooker, boiler or fire in a safe way.



- ◆ Don't cut corners - only employ a suitably qualified Gas Safe registered engineer when having gas work carried out in your home.



- ◆ Always ask to see your engineer's Gas Safe identity card. Make sure you check the back of the card, which will state which gas appliances they are qualified to work on.

Competition To win a box of art materials.

As part of Progress Housing Group and Reside Housing Association joining together, we want to learn more about you to help us provide better services.

We would love to hear about what your home means to you. Would you please draw or write in each of the speech bubbles below to let us know what is important to you? If you need assistance, please ask your support worker to help you.

All entries we receive will be entered into a prize draw to win a box of art materials.

What is important to me about my home:

My support worker(s)



My bedroom



My outdoor space



My housing officer



The people I live with



My kitchen



My community



My living room



Anything else?

How can I enter?

Name: _____

Address: _____

1. Take a photo of your entry – don't forget to include your name and address.

2. Email the photo to enquiries@progressgroup.org.uk

🏠 You can also post your entry to Joanne Hodson, Progress Housing Group, Summer House, 21 King Street, Leyland, Lancashire PR25 2LW.

3. The deadline for entries is Friday, 7 January 2022.

4. The winner will be the person who is picked from the prize draw.

Good luck, everyone!

Our first ever Virtual Scarecrow Festival is a success

This year, we held our first Virtual Scarecrow Festival. We invited you to make a scarecrow or some scarecrow themed artwork and send us photos of your creations.

We want to say a huge thank you to everyone who took part. We received many amazing entries from individuals and groups from all over the UK. We absolutely loved seeing them all. It was brilliant to see people enjoying working together to make their fantastic scarecrows.

In our eyes, they were all winners, and it really was a challenge to pick the most creative scarecrows. We have included photos of the entries on this page. You can also see them by watching the video on our website, www.progressgroup.org.uk/scarecrows-festival

Our judge, Annette Stevens, Director of Housing Operations for Supported Living, picked the following winners. Each individual winner won a £10 One4all voucher, and group winners received a £20 voucher. All entries got a certificate and a scarecrow treat bag.

Full-size scarecrow

Alan
Herd Farm
Holmsley Green
Naburn Court
Rossendale Avenue



Scarecrow art category

Hannah
Michael
Peter

Mini-scarecrow category

Audby
Suresh

Well done to all the winners! The prize for the scarecrow that received the most public votes goes to Graham at Holt Park.

We have had so much fun with this community event, and many of those who took part have told us they really enjoyed it too. Let's do it again – watch out for the Virtual Scarecrow Festival 2022!

Celebrating supported housing with Starts at Home Day

Progress Housing Group is one of the largest providers of supported living accommodation in the country.

In September, we were delighted to support the fifth National Housing Federation's 'Starts at Home Day'. The day brought National Housing Federation members and supporters together to mark a national day of action to:

- ◆ Show how important supported housing is.
- ◆ Recognise the help that supported housing staffs made to people's lives during the pandemic.
- ◆ Secure funding for long-term support for those who need it to settle into and thrive in their home.

This year, for Starts at Home Day, we were honoured to share our tenants' stories about what supported housing means to them.

Congratulations

Congratulations to Melvin, who lives near Leicester, who is the competition winner of our 'spot the difference' competition we ran in the last Progress People. **Your £20 One4all voucher has been posted to you!**

Do you know a community group or project that could benefit from £500?

The Community Support Grant is a way of applying for funding of up to £500 from Progress Housing Group to help support a community group or project.

If you and a group of your friends or neighbours have an idea about something you can spend this money on, why not get in touch with us?

There are some rules, but we can help you apply. Mainly we want to see that your idea helps people you live with or your neighbours. If you apply and get the grant, we will work with you to see how you have spent the money. Your support worker can help too. You can apply twice in any year.

For more information on how to apply, email community@progressgroup.org.uk or contact the Progress Involvement Team on [03333 204555](tel:03333204555).

Looking for a new contractor

12 different contractors deliver our planned improvement works and repairs service for supported living tenants.

We are now looking for one contractor to help our Property Services Team deliver these services across the country.

We have been involving our customers and colleagues in this new project to make sure that our new contractor can deliver the services our customers expect. The search and process to find a single contractor has been hard and so far has taken nearly 12 months as we want to make sure we get this right for our customers.

We are aiming for the new repairs contract to start in July 2022.

We are very excited about what we have seen from various contractors so far. We will keep you up-to-date with the progress of this project over the coming months. You will get the opportunity to have your say and meet our contractors as we get nearer to the deadline next year.

Scrutiny Pool update

Our Scrutiny Pool is made up of volunteer tenants. They work with staff to look at different areas of the organisation. They look to see what we do well and make suggestions for improvements in areas where we could do better.

Since our last update, our volunteer tenants have been busy reviewing how we involve you in our services.

They have used the National Housing Federation's 'Together with Tenants' charter as a basis and used this to review how we are doing.

This review has been much bigger than those usually carried out by the Scrutiny Pool, so it has taken longer to complete.

We are delighted to say that the review is now complete. The Scrutiny Pool found that Progress Housing Group could show that it meets the requirements of all six areas of the 'Together with Tenants' charter, which are:

- ◆ Communication
- ◆ Accountability
- ◆ Quality
- ◆ When things go wrong
- ◆ Voice and influence
- ◆ Relationships

The Scrutiny Pool also made 18 recommendations to help make things better for tenants. All the recommendations are being worked on and will be implemented over the next few months.

The next area to be reviewed is our electrical testing process.

If you would like to be involved in this, find out more about the Scrutiny Pool's work, or suggest an area to review, please contact the Progress Involvement Team on [03333 204555](tel:03333204555) or email community@progressgroup.org.uk.

What a 'blooming' success!



We received 49 entries to our Progress in Bloom garden and sunflower growing competition.

Judging was carried out by a panel of four tenants over Zoom, using the entry photographs we received. There were 21 gold prizes and 28 silver prizes awarded for the wonderful and colourful gardens. Vouchers were awarded to all winning entries. Congratulations go especially to tenants **David and Trevor in Doncaster, Neil and Brian in Cleveleys, Andrea, Charlotte and Nicola in Makerfield, Karen and Pauline from Sheffield, and Lawrence from Gattonside, who were all gold winners. Lawrence also won the grow the tallest sunflower competition.**

We will run Progress in Bloom again next year. Keep an eye out for updates in the New Year, and let us make it bigger and better in summer 2022.



David and Trevor's beautiful hanging basket



Neil and Brian's amazing garden and super-sized vegetables!



Andrea, Charlotte and Nicola's colourful garden

Reside has helped tenant Christopher settle into his own adapted home

Reside's tenant Christopher, aged 38, has Down's Syndrome and autism.



After years of disrupted living in care homes and hospitals, he now has his own home and a dedicated support team, thanks to a programme called Transforming Care

Christopher lives near Sunderland in a detached bungalow and has been there for two years. He likes his home: "It's alright!" he says. He's also a big fan of Sunderland AFC.

When he was 12, Christopher was moved out of his family home and spent the next 14 years living in a series of care homes and hospital settings. Unfortunately, they were all unsuccessful at dealing with his needs. His mum Sandra found it particularly difficult watching Christopher being moved around. She says: "He couldn't stay with us because it put both myself and my younger daughter at risk. But the last hospital he ended up in was 30 miles away from me, and he was there for six years."

Keen to help Christopher find somewhere more permanent to live, the hospital he was staying in worked with a specialist support provider called Orbis. Thanks to funding provided by the National Health Service England (NHSE) Transforming Care programme, Christopher finally moved into his own home in July 2019.

"Orbis has been fantastic. Orbis said they could manage him, and that's when Reside came into the picture," explains Sandra. "Reside bought the house and made it 'Christopher-safe'."

She continues: "With Reside on board to purchase and adapt the property, it has been a winning combination. It's great that Christopher now has his own house, his own staff and that continuity. It's been a real success as far as I'm concerned."

You can find out more about how Reside is involved with the NHSE Transforming Care programme here, www.residehousing.com/housing-solutions-with-transforming-care/

Useful addresses and telephone numbers

Write to us at:
Progress Housing Group
Sumner House, 21 King Street,
Leyland, Lancashire, PR25 2LW

Reception opening hours:
Monday to Friday, 8.30am to 4.30pm

☎ 03333 204555
💬 Live chat with us on our website at
🌐 www.progressgroup.org.uk
✉ enquiries@progressgroup.org.uk

Leeds office
Progress Housing Group
New Pudsey Court, 101 Bradford Road,
Pudsey, Leeds, LS28 6AT

Office opening hours
Monday to Friday 9am to 5pm

LiLAC tenants ☎ 0345 241 6041

Progress Housing Group tenants living in Cambridgeshire, Durham, Essex, North Lincolnshire, Norfolk, Nottinghamshire, Rutland, Scottish Borders, Suffolk, Yorkshire.

☎ 0345 241 0208
💬 Live chat with us on our website at
🌐 www.progressgroup.org.uk

Online tenant account
Visit our website www.progressgroup.org.uk/activate to set up and activate your tenant account. If you have already set up your tenant account, you can log on to it via the website.

Repairs
There are now several different arrangements for repairs, so please check with your Supported Living Housing Officer to find out about the correct telephone number to ring.

Remember: Repairs lines are usually very busy first thing in the morning. If your repair is not urgent, please try phoning after 11am. You can report repairs online 24 hours a day!

This newsletter is available in audio CD, large print, Braille or an alternative language.

To request your alternative format please contact the Progress Involvement Team on ☎ 03333 204555 or write to us at our Head Office address (details above) or email ✉ enquiries@progressgroup.org.uk

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