



A warm welcome to Lauren

page 7



Customer scrutiny update
page 3



Announcing Progress in Bloom 2021
page 6



Includes pull-out poster - centre pages



COVID-19

We are open as usual during this time. If you would like to speak to your housing officer or report a repair, please do this in the usual way.

Our contractors are continuing to carry out all repairs in all areas except Scotland, where government guidance says we can only undertake emergency repairs. Please continue to report repairs in the usual way. When anyone from Progress Housing Group or our contractors attend any properties, they will telephone first to ensure that no one has symptoms of COVID-19. If you or any support staff show symptoms, please let them know, and we will rearrange the appointment.

Anyone that enters your property will be wearing protective equipment and will have their ID badge. Please remember to keep a two-metre distance at all times to help keep everyone safe.

Getting to know Reside

We (Progress Housing Group) are your landlord. We provide homes all over the country for people who have a support need.

Other landlords also provide homes for people with a support need.

One of them is called Reside Housing Association.

Reside, and Progress Housing Group are talking about joining together as one bigger organisation.

We think that this will help us to:

- ◆ Provide more homes with support for people
- ◆ Provide better services to you. This could mean making our website easier to use. We can use more videos and pictures to help explain things

- ◆ Make sure that the government helps us to provide nice homes for everyone who needs support.

Over the next months, Reside, and Progress Housing Group will learn more about each other. This will help us to work out how we can become one organisation.

We will then tell you what we think and ask for your views.

Once we have listened to your views, we will decide whether to join together.

There will be no changes to your home and your support. You don't need to worry about anything. You don't need to do anything.

We will write to you again soon and ask for your views.

Fire safety

Over the last few months, our contractor, Penningtons, has been visiting your homes to carry out fire risk assessments. If any fire risks are identified, our housing officers will contact support staff to ensure they are resolved.

To keep your home safe, here are some things you can do:

- ◆ Tumble dryer filters - please clean these regularly as they can become blocked and could cause a fire.



- ◆ Loft spaces - these should be clear; storing items in the loft could help a fire spread.



- ◆ Electrical cupboards - these should be clear of any items as they could help spread a fire.



- ◆ BBQs - these need to be stored safely outdoors.



- ◆ All walkways should be clear, with nothing blocking the way. You should be clear of how to escape in the event of a fire.



- ◆ Any faults with sockets, lighting, or white electrical goods should be reported immediately to our repairs line.

If you see anything that you think could be a fire risk, please inform us or let your support staff know.

A reminder: Close all doors at night as this will stop the spread of a fire.

Annual review visits

Every year our supported living housing officers make at least one review visit to all of our homes. We are always looking to improve the way we deliver our services to you.

Following consultation with our Scrutiny Pool, we agreed that we would review the annual review process to see how we could improve.

The purpose of an annual review visit is to:

- ◆ Make sure you are happy in your home
- ◆ Check that we have all your up-to-date information. For example, do we have your current contact details? Do you know who your housing officer is?
- ◆ Check what your support requirements are
- ◆ Inspect your home to identify and address any potential repairs or maintenance issues

- ◆ Make sure your home is safe and suitable for your long-term needs
- ◆ Ask if you are interested in tenant involvement and opportunities.

Improvements

As part of our review, we have improved the questions we ask you.

We have already started to see the benefits of improving the form and questions. For example, detailed repairs reports are now automatically generated and sent to Progress Connect to be arranged, making the process more efficient.

At our visit, we ask you if you would like to help improve our services. If you say yes, our Progress Involvement Team will contact you.

Customer scrutiny update



During the pandemic, our Scrutiny Pool has held virtual meetings.

At the last meeting in September, the Scrutiny Pool discussed some areas for review. They decided that we should look at customer engagement next. This is an important area for the Group to ensure that the customer's voice is heard.

We have also adopted the Together with Tenants Charter. This Charter sets out our commitment to keeping you involved and informed in all we do.

We will be working with our Scrutiny Pool over the next few weeks to:

- ◆ Assess ourselves against the Together with Tenants Charter
- ◆ Look at how we can get your feedback
- ◆ Look at how we can improve our performance in these areas.

Find out more

You can find out more about the Together with Tenants Charter here www.progressgroup.org.uk/together.

If you would like to find out more about the Scrutiny Pool, please contact the Progress Involvement Team on ☎ 03333 204555 or email enquiries@progressgroup.org.uk.

COVID-19 vaccination scam alert

There have been reports of a new scam text or email that asks the recipient to click on a link to book a vaccination appointment and enter bank details.

The NHS will never ask you to confirm your identity in this way or ask for payment for a vaccination.

It is time to fill in your census form

Every 10 years, there is a census which means information is collected about everybody in England and Wales. The next census day is Sunday, 21 March 2021.

The information given is used to find out what services we all need like schools, hospitals and roads. The census form will be online this year and can be filled in on any device. You will be sent a letter from the Office for National Statistics with an access code and instructions to access the form. You will need to visit the secure website www.census.gov.uk and enter the code to get started.

If you, or anyone you know, needs help, visit www.census.gov.uk. This website explains how you can get help to fill in your survey and includes easy read guidance and videos. Learning Disability England also has lots of information on their website, www.learningdisabilityengland.org.uk, about getting help with the census.



Area and Community Standard for supported living

We provide housing that helps people with a learning disability or autism to live independently. We call this supported living.

Supported living is where you are supported to live on your own or with others, with your own tenancy agreement.

We want to look after our homes and the areas they are in, to make them nice places to live.

This information explains how we will do that.

How we will look after shared gardens

- ◆ We will cut the grass twice a month from April to September and once a month from October to March
- ◆ We will collect the grass cuttings and sweep the paths and pavement areas
- ◆ We will make certain hard areas like paths, driveways, and car parks are in good condition
- ◆ We will cut plants and bushes when needed
- ◆ We will also cut hedges, but only at the end of June in case they have birds in them
- ◆ We will remove litter and weeds from flower beds
- ◆ We will sweep all areas and remove litter
- ◆ We will remove leaves and other bits of trees from the floor to stop people from slipping
- ◆ We have some gardens for people who live in our homes to work on. We will help with them if needed.

4

How we will keep your area clean

If anyone has written or drawn on your wall or fence, we will remove it in five days.

If it has rude words or pictures, we will remove it in one day.

We will work with you and the staff to make sure shared areas are clean. For example, hallways, staircases, paths and gardens.

Sometimes we charge you money for cleaning. We will use this to:

- ◆ Make sure the cleaners keep the shared areas clean and tidy
- ◆ Have your windows cleaned if you live in a block of flats over two floors high.

We will work with the council to get rid of rubbish and dog poo near our homes.

Pull-out poster



How we help you to be part of the local community, we will:

- ◆ Help to include everyone in the local community
- ◆ Help people to feel safe and good about themselves
- ◆ Try and do things that make people happy
- ◆ Ask you what you think about decisions that affect you
- ◆ Invite you to meetings or to help with your newsletter
- ◆ Help you to get a job, training, or be a volunteer
- ◆ Give you the chance to get involved in things
- ◆ Give you information you can understand
- ◆ Tell you about what we are doing in your newsletter which we send to you every three months.

How we will keep our homes safe

If you tell us about someone misbehaving and making you feel scared, we will:

- ◆ Get in contact with you in 24 hours if it is very serious
- ◆ Answer you in a letter in five days if it is not so serious
- ◆ Keep letting you know what we are doing about it
- ◆ Let you know when we have finished dealing with it
- ◆ Support anyone who has been affected by it
- ◆ Ask you if you are pleased with what we have done.

We will visit your home every year to ensure everything is safe, including keeping you safe from fire.

We will let you know about safety in your area.



For more information

If you need more information, please contact us by:

☎ 03333 204555
 🌐 www.progressgroup.org.uk
 ✉ enquiries@progressgroup.org.uk

Post: Progress Housing Group,
 Sumner House, 21 King Street,
 Leyland, Lancashire PR25 2LW

5

Announcing Progress in Bloom 2021



Sam Beattie, Progress Involvement Officer and keen amateur gardener explains how you can participate in this year's competition.

"I am looking forward to spring with its snowdrops and daffodils, the trees waking up with blossom, shrubs coming to life, and the birds building their nests.

"Spring is a time when I can tidy up my garden from the winter months and start putting this year's plan of improvements and renovations into operation. The best bit about a garden is that there is always something to do; I don't think mine will ever be finished! It will, as gardens do, just grow around me, and that is wonderful.



"This year, as we are currently in the same position as we were last spring with restrictions due to the pandemic. Take time to enjoy the outdoor space around you. You could try to do some pruning or weeding, fill some pots or tubs, plant some vegetables, or make a herb garden. Whatever it is, have a go! Take some photographs, and enter Progress in Bloom 2021.

How to enter

You can enter on our website from 20 May or request an entry form by calling ☎ 03333 204555 or emailing ✉ enquiries@progressgroup.org.uk
Closing date: 30 June 2021.



Request for stories on traditions and celebrations

We know we live in communities rich in tradition brought together by people from different backgrounds, different parts of the world, and different faiths and cultures.

We would like to share how you celebrate your traditions with friends and family in future editions of the newsletter.

If you have a story, photo, picture, or recipe that you would like to share, please contact the Progress Involvement Team on ☎ 03333 204555 or email ✉ enquiries@progressgroup.org.uk.



A surprise visit from Santa

One of our suppliers, Pope Property Services, heard some of our tenants were upset that they could not see Santa last year due to the pandemic. Pope arranged for Santa to visit one of our supported living schemes in Doncaster.

The tenants enjoyed the surprise socially distanced visit from Santa on their doorstep, and it made their day.



Keeping out of mischief!

Despite a very different Christmas this year, tenants Neil, Brian, and James in Thornton-Cleveleys made the best of the situation.

They kept themselves busy making decorations for their huge tree in their front garden and decorated the tree with beautiful blue lights and their creations. This was James's first Christmas living at this property. The three gentlemen celebrated New Year together by watching Big Ben and then went outside to watch the fireworks. They are all looking forward to 2021, keeping focused on new projects and, in the words of Brian, 'keeping ourselves out of mischief lol!'



Dates for your diary

Due to COVID-19, we cannot meet together in person, so we have changed the way we get together with customers and tenants.

We now use Zoom on our phones or computers to meet virtually using the internet. For instructions on how to use Zoom, visit our website www.progressgroup.org.uk/zoom

If you would some extra support learning about things you can do online and how to keep safe, Leep 1 runs training sessions on Zoom. The sessions are open to all adults with learning disabilities and run on Tuesdays at 1pm. Visit their website for more information leep1.co.uk/leep1-group-online-activities/

Also, Purple Patch Arts are running 'Introduction to Digital' sessions until the end of March. If you are interested in attending one of these sessions or our catch-up at Easter, please contact us at ✉ enquiries@progressgroup.org.uk or call the Progress Involvement Team on ☎ 03333 204555.

We have the following Zoom events set up over the coming weeks, so why not pop along and join us.

- ◆ Thursday 25 March at 6pm - garden volunteers information
- ◆ Friday 26 March at 6pm - awards event for Progress Community Champions

We are also planning to hold a monthly social event on Zoom. The dates will be set shortly, but do let us know if you would like to join these fun events.



Get creative - Easter card competition



We have enjoyed seeing all the creative things our tenants have been doing to keep busy at home. This time we challenge you to use your imagination and create a colourful Easter card.

How to enter

- ◆ Take a photo of your entry
- ◆ Send the photo by email to ✉ enquiries@progressgroup.org.uk, or

- ◆ Post it to Progress Involvement Team (Easter), Sumner House, 21 King St, Leyland, PR25 2LW
- ◆ Don't forget to include your name and address!

Closing date: 31 March 2021

There are ten prizes to be won across the Group for the most creative designs, and each winner will receive a £10 One4all voucher.

Be in with a chance of winning £50

We have recently started to send a survey to you after a repair is completed.

The survey gives you the chance to tell us what you think about your repair. Your answers will help us to understand what we did well and how we can improve our service.

The survey includes a letter that explains how to complete the survey.

Every three months, we enter all completed surveys into a draw to win £50 in vouchers.

A warm welcome

One of our Supported Living Managers, Kulli Paddan, recently welcomed a new tenant, Lauren, to her new property.

Kulli said, "Lauren received such a warm welcome to her very first tenancy by L'Arche UK. Thanks to L'Arche and our Supported Living Team, Lauren said she felt happy, safe, and secure moving during the pandemic."



Competition time!



Congratulations to Colin, who lives in Lancashire and is the competition winner who answered the five questions correctly in the autumn edition of Progress People. Your £20 One4all voucher is on its way to you!

If you would like to be in with a chance to win a £20 voucher, please complete any or all of the activities below.

1. Take a photo of your entry.
2. Email the photo to enquiries@progressgroup.org.uk - don't forget to include your name and address.

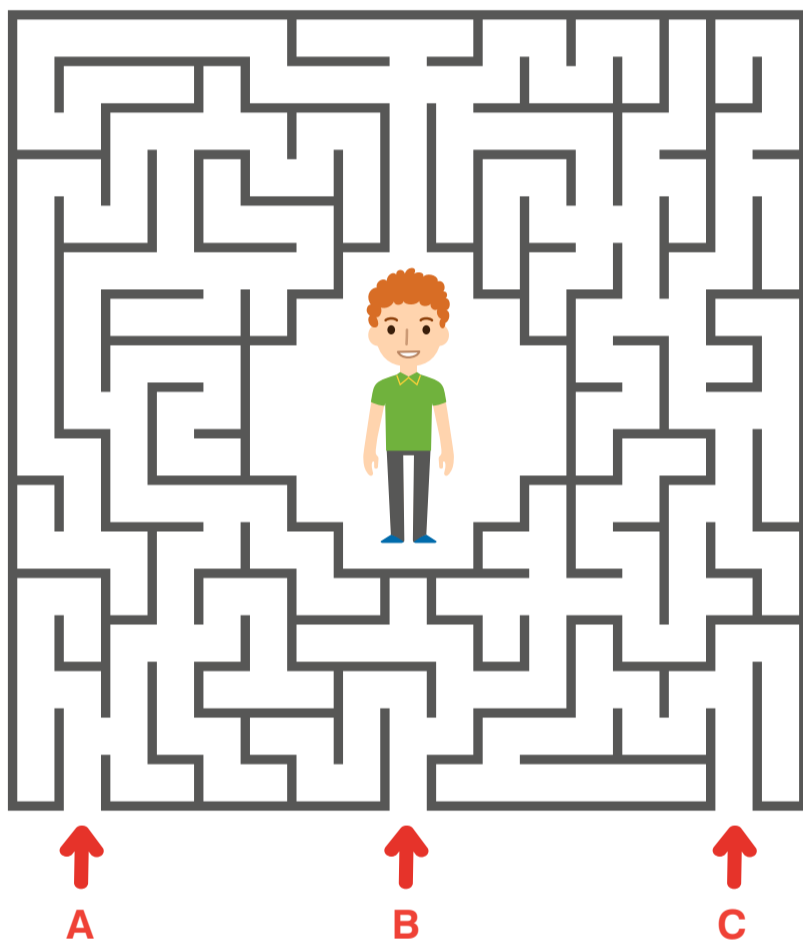
You can also post your entry to Joanne Hodson, Progress Housing Group, Sumner House, 21 King Street, Leyland, Lancashire PR25 2LW.

Good luck!

The deadline for entries is Friday, 9 April 2021.

Activities

1. What do you look like? Create a self portrait on a separate piece of paper.
2. Find a friend. Which entrance leads to a friend? _____



3. Colour in this picture.



Useful addresses and telephone numbers

Due to coronavirus, our offices are currently closed to visitors.

You can still contact us in the following ways:

Write to us at:

Progress Housing Group
Sumner House, 21 King Street,
Leyland, Lancashire, PR25 2LW

☎ 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

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