

WELCOME TO YOUR **INCLUSION** **TENANT** NEWSLETTER

As your **landlord**, Inclusion operates **Nationwide**, providing homes for over 2,500 vulnerable tenants, in partnership with support providers, to promote **independent living** and offer **life choices**.



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Since our last newsletter, we are delighted to have achieved our growth plans and now have over 3000 units in management across our group structure. We have also excelled ourselves by retaining our achievement of providing high levels of customer service via the Customer Service Excellence Accreditation, in 2020 Inclusion were awarded Compliance Plus level accreditation.

We have expanded our handyperson service from 130 to over 160 schemes, with a commitment to provide more of these services in the future.

Our customer website is dedicated to our tenants and holds lots of valuable information. We encourage all tenants to get in touch with us to set up an account, all you need is an email address and you will be able to report your repairs online via email or use our live chat facility to talk to us. You can also log compliments and complaints and access information about your account, read our publications and be kept up to date on Inclusion news, to request a log in please email hello@inclusion-group.org.uk or ask your Managing Agent to set this up for you.

Until all Covid restrictions are lifted, we have made a decision to pause doing our annual Customer Satisfaction Survey. We really appreciate your feedback on our services and our people and hope that when we are able to do the surveys that you will take a few minutes to complete a form so we can continue to improve and do more of what we already do well.



OUR PERFORMANCE



Our customer scorecard can also be viewed via your customer account, this shows some of the areas which are important to our tenants. While we are performing well in most areas, we still need to do more to fill our properties quicker once they are built or when someone moves out. If you know of anyone who would benefit from living in a scheme like yours, please let us know.

PERFORMANCE AREA	March 2019 RESULTS %	March 2020 RESULTS %	2021 TARGET %	March 2021 RESULTS
Gas Safety %	97.79	99.85	= 100%	99.75
Customer Satisfaction %	87	86	>= 90%	86
Repair Orders Completed On First Visit %	98.74	97.84	>= 97%	98.56
Intensive Housing Management Visits %	81.75	88.22	>= 90%	99.22
Scheme Visits %	98.25	99.55	>= 99%	100.00
Scheme Condition %	97.16	98.44	>= 97%	99.02
ASB Cases %	0.44	4.62	<= 8%	0.08
Lettings BME %	4.00	7.81	>= 12%	4.07
Arrears %	2.68	2.04	<= 2.0%	1.45
Voids %	23.61	22.60	<= 17%	21.13

Gas safety remains a priority and we achieved over 99% compliance at year end. It is important that tenants allow us access to check the gas supplies to help us keep everyone safe.

We again exceeded our target for completing repairs at the first visit and can demonstrate our approach to managing Anti-Social Behaviour is working well.

WE CONTINUE TO PROMOTE OUR HOMELIFE PROJECT

This enables us to provide support and encouragement for individuals to engage with their community, undertake wellbeing activities such as gardening, or obtain life skills and confidence to help your development, below are just a few examples of what we have provided in the last 12 months:

Sorogold Close, St Helens

A tenant at Sorogold Close wished to share with us her beautiful new bedroom.



Inclusion's Homelife fund provided some lighting for a sensory room and our tenant is loving it!

Support staff said the tenant spent the whole afternoon in the bedroom looking at the lights, and then went straight back into the bedroom after tea as they like it in there that much. Thank you for sharing your pretty room with us, it looks very cosy!

South Drive, Liverpool

Back in February, some of our tenants and staff at our South Drive Scheme made a Chinese Dragon and traditional lanterns to celebrate the Chinese New Year.

They used the paints and materials provided by Inclusion from the HomeLife fund to put together this fantastic Dragon. They loved working on the project and tenants made different bits which helped them all bond and work together- the end product is amazing!



Brunswick Gardens, Newcastle upon Tyne

Brunswick Gardens tenants were granted an Inclusion HomeLife gardening fund.

They have been busy using this to plant some delicious vegetables and herbs. Scheme Manager Stephanie said:

“Receiving the £250 gardening fund has been extremely positive for the residents of Brunswick Gardens. It has been a great addition to the sense of community we are creating with the residents supported here, using the fund to buy seeds to grow vegetables and herbs that will be used in the cooking support staff do with the residents.

“The green house that was bought with the funding was put together by a few of the residents and they took great care in ensuring it was safe and sturdy to use, displaying great teamwork and creating positive relationships between neighbours that weren’t seen before. The green house is being used to grow strawberries which the staff and residents are using in some delicious baking for all to eat!”

The fund has started the ball rolling with a newly developed gardening club that staff members run with the help of a group of residents, using the equipment on their daily support to grow some lovely flowers in the planters at Brunswick Gardens.



This is giving the residents a sense of pride for their home and a new desire to keep the outdoor space looking colourful and well kept.” A massive well done to the tenants, we would love to see what you cook up with those vegetables!

Fir Tree Court, Staffordshire

Fir Tree Court tenants were granted a HomeLife fund and have used it to transform their garden.



The tenants have managed to revamp their communal outdoor space with these inventive and creative planters. Using painted tires, they have planted some beautiful flowers to bring a dash of colour and vibrancy to the garden.

A huge well done to the tenants, it looks amazing!

Hardybutts, Wigan

We held an event morning at one of our schemes, Hardybutts.

Our administrator Charlotte worked with operations manager Ally to gain HomeLife funding and generate a PowerPoint in regard to “The Big Listen”.

The Big Listen is an event held by Samaritans where they encourage others to talk about their problems and let people know where they are. We thought it would be good for the tenants to learn a bit about the Samaritans, what they do, along with the importance of telling somebody when they are struggling, to keep themselves safe and happy. We

got some snacks and refreshments for the tenants as a thank you for coming to listen and learn!

Operations Manager Ally said: “The Big Listen was a great success, we had around 10 people come down to talk about the importance of listening and talking about your feelings. The presentation was really thought provoking and everyone who was involved really got something out of the day. It was a great success.”

Lorne Road, Northampton

Green fingered tenants.

Tenants have planted these themselves using Inclusion’s HomeLife fund.

They are also currently planting some hanging baskets to put up as well, with the help of the site handyperson. This has helped bring the tenants together and spend more time outside socializing with one another. It looks lovely so far, well done to our wonderful tenants.



We continue with our Customer Satisfaction Survey for those taking part in HomeLife projects, we thank you in advance for completing these if you have benefited from our HomeLife project. Last year, over **99%** of people who took part were fully satisfied with their experience and **100%** would recommend to a friend.

You too can benefit from our HomeLife project, if you are interested, please speak to your Managing Agent at their next two weekly visit to your home.

SUCCESS STORIES

Our tenants tell us that living in an Inclusion scheme has given them the freedom and independence to meet new people and experience new things:

Here are some **good news stories and tenant experiences** of living in supported living.

Overton Buildings, Leek

Here is Richard, he moved to Overton Buildings in September 2020 and has come on leaps and bounds since living at the SIL Service.

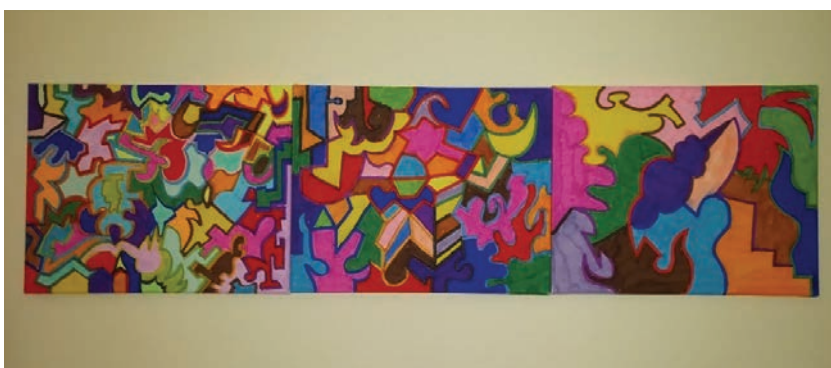


Prior to this, he was in hospital for 7 years without a place he could call home. He told our Managing Agent Katrina he never dreamed he would ever have a place like his flat at Overton Buildings, and that he loves living here. Richard is very creative and enjoys art and music, The photos showcase some of his amazing artwork. He has recently started to go to church which he really enjoys. Richard takes a lot of pride in his flat which you can clearly see.

Katrina Beech Managing Agent said:

“I am very happy and proud that we have provided a home for Richard, a space where he can be creative and feel content, and somewhere he can now work towards being more independent with the fantastic support from the SIL staff at Overton Buildings.”

It is really a pleasure to have you as one of our tenants Richard, keep creating we would love to see some more of your art!



Fox Court, Dorset

Pictured right is Travis, he has recently moved to Fox Court and since moving into his flat, his health has improved immensely.

He very much struggled with cleaning and washing due to a phobia but has since been taking steps to do both himself with the assistance of the staff.

He is very happy and looks forward to making more accomplishments. It is amazing to see what the steps our tenants can make with support provided at our schemes, well done Travis and the Support Team at site on this achievement.



Milburn Court, Ashington

Check out the below photo of a recent gardening project completed by some of the service users at Milburn Court with the support of the staff team.



The service users who completed this enjoyed being involved, from deciding what to do, shopping for materials and working together to build a vegetable planter. Since completing this, the guys have decided to plant and grow cucumbers and peapods and are deciding what to grow next.

This project has had a really positive effect on the guys, it has allowed them to focus and keep busy on something during lockdown and has enabled them to build better relationships with each other and staff.

Quotes from service users:

“I really enjoyed getting involved in building the planter, I am looking forward to grow more vegetables.”

“I enjoyed working with my peers and staff to complete this and liked working together.”

Quotes from staff:

“It was good to be able to get the guys involved with something and watching them work together.”

“I am looking forward to working with the guys to plan the next project.”

Wonderful work from the tenants and Support Staff at site, we look forward to seeing what you decide to plant.

Caistor Road, Grimsby

We at Inclusion cannot get enough of our tenants amazing gardening projects!



The tenants at our Caistor Road Scheme visited their local garden centre and picked up some lovely plants. The tenants worked brilliantly as a team, and as you can see the hard work really paid off. A huge well done to the tenants what a brilliant job, check out the pictures left!

Fir Tree Court, Cannock

A mobile fish & chip van calls every Wednesday at lunch time for the tenants to learn skills with ordering what they wish to eat and handling money with assistance from their support workers.

This went down well and even tenants that do not usually interact as much with others joined in, sat at the table and ate together.

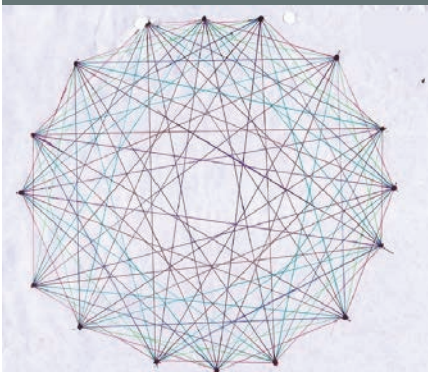
What a great way to bring tenants together, not to mention the food looks delicious!

It is great to see everyone socialising and having a great time with help from the wonderful support team.



Barber Gardens, Chatteris

A lovely hand drawn gift from a tenant to his Managing Agent!



Whilst our Managing Agent was visiting Barber Gardens and meeting all the tenants for the first time, he met a friendly tenant who is settling in well and is enjoying his time at the scheme.

The tenant was so happy meeting and speaking to our Managing Agent that he showed him his artistic creations he does in spare time to relax, all individual designs.

After a great conversation this piece of art was gifted to our Managing Agent – a great piece and a kind gesture!

Sutton Road, Kent

The tenants at Sutton Road really have been enjoying painting and drawing!

With help from their support staff, they decided to display their lovely artwork, and this can be seen all over the house. What a beautiful touch to their home!



Roker Park Road, Sunderland

In management since January 2019 providing 7 tenancies with Essential Care and Support Limited.

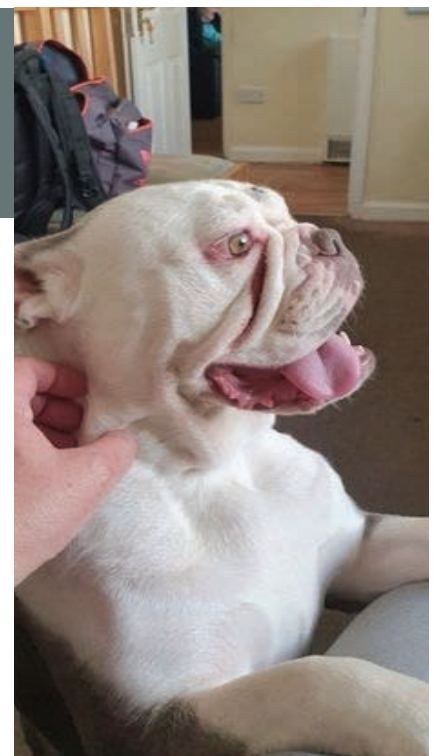


Roker Park Road were involved in fundraising for Children in Need 2020. One of the residents is very passionate about it and hosted the whole day and night as a Back-to-School Theme and got all 7 residents involved. They dressed up, staged a classroom, had games and karaoke. The staff were fully involved, and they had a fantastic time and managed to raise over £300. It looks like they had a lovely evening, well done to our tenants for raising money for a great cause!

Castlereagh Street, Sunderland

Meet the newest edition to Castlereagh Street! She has been nicknamed 'Blue the Covid Buster'.

She is an absolute breath of fresh air for the residents and the staff during these lockdown times. She visits the scheme usually twice a week, however, if the residents had their way, we would be asking to draw up a tenancy and she would be living there! They really look forward to her visit days and anxiously await her arrival. Blue gives them high fives and gets lots of treats and attention and in return, she brings them lots of happiness. She accompanies the guys on walks which benefits them by helping them exercise as they don't see it a chore going for a walk anymore and she absolutely loves cuddles and being spoilt. It has been the best thing ever for everyone! The residents cannot thank Inclusion enough. They are so happy, and she fills their days with fun. Inclusion will always promote the pet policy if this is in the best interest of the tenants.



Cornmill house, Leeds

Lee Rowley is in his mid-30s and is a die-hard Leeds United fan.

His story demonstrates the positive impact of specialised supported housing and why it is so important that, where possible, we give people with care needs a home they can call their own.

Lee moved into a fully adapted, spacious apartment in Cornmill House shortly after it opened in 2017. His apartment accommodates his power-assisted wheelchair and is near local amenities such as shops and transport links. Crucially, it also ensures Lee remains near Elland Road so that he can continue to go and see his beloved Leeds United play. Moving into his own home was a significant step for Lee because it meant that he would be leaving his family home for the first time and living independently. He was nervous about moving away but he was also excited about looking after himself and being responsible for the domestic tasks he would be able to do like baking.

Since moving in, Lee has made a home, gained independence, and formed new friendships while still receiving the care and support he needs. He also plays football as part of the Leeds Powerchair FC team. Lee also wrote a poem called “moving on” regarding his journey into independence, we can’t get enough of Lee’s beautiful poetry here at Inclusion!

Here is a poem he wrote called “thank you” dedicated to the support staff at Cornmill House for their hard work and dedication throughout the COVID pandemic.

Thank you for sharing this with us, what lovely words Lee.



Thank you

By Lee Rowley

**To Paul and all your staff
I'd like to say thanks for all you've done
Throughout the pandemic
For each and everyone**

**You put your lives in danger
And showed us that you care
Even through the dark times
You were always there**

**Those twelve weeks were difficult
But you also made them fun
We played football in the garden
And we basked in the sun**

**In these times of uncertainty
You keep on soldiering through
To me you're all inspirational
And how highly I think of you**

**I know it hasn't been easy
And sometimes you hit proverbial brick wall
From the bottom of all our hearts
We would like to thank you all**

Lee Rowley © Copyright 2020

Walsingham Road, Nottingham

The tenants at our Walsingham Road property have been making the most of lockdown by creating the most beautiful wall of art.



Thank you, ladies, we could not be happier with the effort you have put into making your home beautiful!

Glen Garth House, Cumbria

Not long ago Brendan was facing homelessness.



He is now happy and settled in Glen Garth House where he had previously lived for around 18 months between 2016 and 2018.

Brendan knows most of the staff from his previous time there which has helped him to ease back into life at Glen Garth. He has been nominated as tenant representative at the scheme and is looking into college courses at Barrow College to improve on skills learned in previous jobs. Scheme management, Adult Social Care and his Managing Agent are all incredibly pleased and proud with the way he has settled into the scheme and are confident it will only continue to get better for Brendan.

Highfield Road, Chesterfield

Tenants and staff at our Highfield Road scheme kept busy throughout lockdown by creating a lovely garden space filling it with plants and flowers and vegetables.

Great job the garden looks so colourful and vibrant!



COMPLIMENTS AND COMPLAINTS



Our customer portal gives tenants the opportunity to tell us if we have done something exceptional and we log these as compliments. We also record when people feel the need to raise a complaint if they are not satisfied with the services / home they live in.

From April 20 to March 21, we recorded a number of compliments from tenants and support staff, such as one received by a tenant who was due to move out, thanking Inclusion and the Managing Agent for their help and support during their tenancy. Another was thanking us for our approach to managing garden works for a disabled tenant. We don't get it right every time, and in the last year, one in every 85 tenants has expressed their dissatisfaction with their home, the way anti-social behaviour has been impacting them, or regarding repairs, the more feedback we receive the more we learn and shape our services to improve the quality we deliver.

NEW DEVELOPMENTS

Here are pictures of just some of the new schemes we have brought into management in the last 12 months:





Parkwood Road, Dorset



WHAT ELSE CAN WE OFFER?

If you need additional support or help to get involved in training, or engagement within your community, please speak to your Managing Agent, they will be able to work with you to see what opportunities are available in your area.

THANK YOU FOR TAKING THE TIME TO READ OUR NEWSLETTER

IF YOU OR ANYONE YOU KNOW COULD BENEFIT FROM ANY OF THE ACTIVITIES OR INITIATIVES MENTIONED, OR IF YOU WOULD LIKE TO GET MORE INVOLVED WITH US, PLEASE:

- SPEAK TO YOUR MANAGING AGENT
- EMAIL US AT **HELLO@INCLUSION-GROUP.ORG.UK**
- CONTACT US ON LIVE CHAT VIA THE CUSTOMER PORTAL
- RING OUR HEAD OFFICE ON **01904 675 207**

