

# Your News

yourhousinggroup.co.uk

Spring/Summer 2024



## Results: Tenant Satisfaction Measures

**Our 6-page special inside**

Pages 11-16

### Your Money Advice Team

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### High-Rise Safety

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### NEW YHG's values, vision and three-year plan

Pages 2 & 3



### Get in touch

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Through our **passion** for housing, more **people** have a **safe** place to call **home**

## About Your Housing Group

Over the last two years, Your Housing Group has undergone significant change in terms of leadership and core focus. **Jacque Allen** took over as **Chief Executive Officer**, followed by **Mike Gaskell** becoming our new **Chair**, and we have subsequently refreshed and renewed our senior leadership teams. This has all led to our new focus and aims as set out below.

### Our new vision

Many businesses have a vision, and it sums up what they are about, and what they're aiming for, both now and for the future.

## Through our **passion** for housing, more **people** have a **safe** place to call **home**

Our new vision is representative of who we are now and where we are going – and whilst we know that we are still a work in progress, the many changes we have undergone over the last two years have helped guide us to this place and determine exactly what we want to be for you, our residents.

**Ensuring you all live in a safe, affordable and comfortable home is key**, but due to that

we also have to ensure that the services we provide meet your needs when you need them and in a way that works for you.

We haven't always got this right, but with the new vision, our updated values, and our brand-new corporate plan, the first under our **CEO, Jacque Allen and Chair, Mike Gaskell**, we believe we are on the right path.

### Our new values

We know that how we do something is just as important as what we do.

By listening to you and caring about you, we are able to provide services at the standard you deserve. We are holding ourselves to account with these important values and hope that you will do the same.



**Honest & Reliable**

We are authentic, open and dependable; and we do what we say we'll do.



**Caring**

We show kindness and consideration to our customers and each other.



**Respectful & Fair**

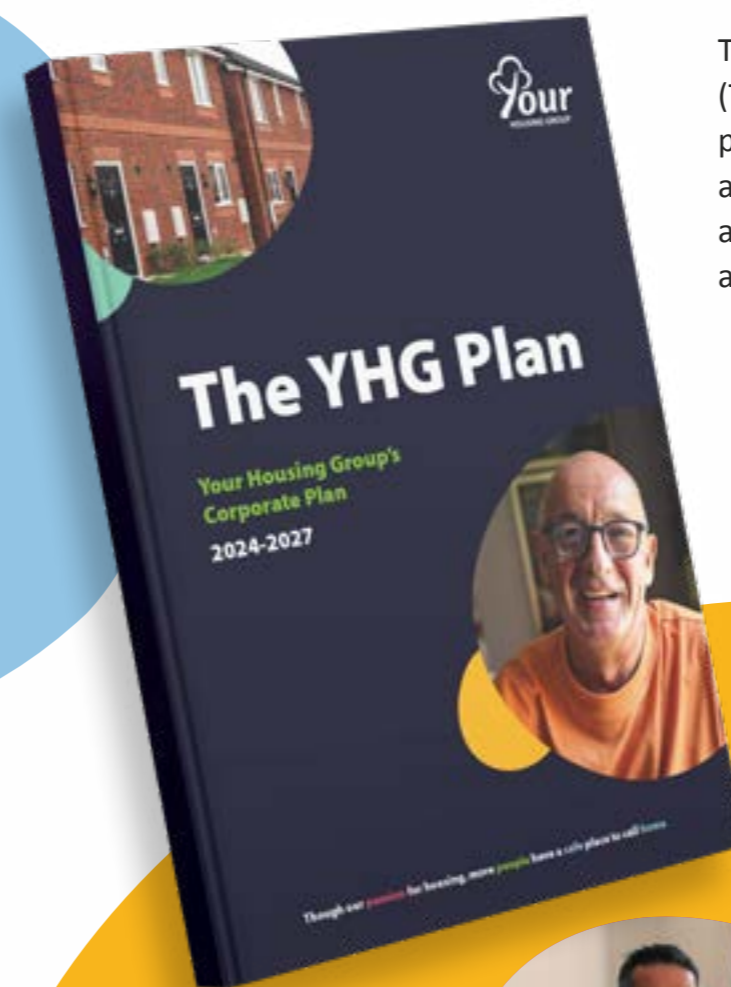
We listen to people, and strive for equity and inclusivity in all that we do.

### Our new plan

This is our first new plan under the leadership of **Jacque Allen** and our new leadership team.

**We also worked with many of our residents to agree on the aims and outcomes.**

It starts now in 2024 and takes us to 2027, lasting three years, and whilst what we do remains the same, there is a shift in how we do it and why we're doing it.



The results of our Tenant Satisfaction Measures (TSMs), which you can read more about on pages 11-16, highlight that the work we are already doing is taking us in the right direction, and we are starting to demonstrate our vision and values to you each and every day.



## Money Advice Team

**Our Money Advice Team is here for you whenever you need support.**



**It's free, confidential, and available to help you with:**

- Benefit queries and applications
- Budgeting and debt advice
- Energy and utility bills support
- Rent arrears
- Cost of living

We currently have **10 Money Advice Officers** who each look after a different area, although this can vary from time to time dependant upon demand. However, we try to ensure that whenever you ring you know the person you are speaking to.

We understand that you may feel anxious when it comes to sharing your financial worries, but by speaking to someone you know, we hope you feel more comfortable.

**Each area has its own Money Advice Officer, as below:**

### Merseyside

**Dan Hampton, Lynne Tabbinor, Shirley Derbyshire and Linda Green**

Liverpool, St Helens, Halton, Sefton and Knowsley.

### Lancashire

**Gillian Bowditch, Lynne Tabbinor, Rowan Powell and Nicola Lowe**

Burnley, Accrington, Pendle, Rossendale, and Hyndburn.

### Greater Manchester

**David Hill, Nadine Curry, Lynne Tabbinor, Gillian Bowditch and Rowan Powell**

Manchester, Bolton, Levenshulme, Tameside, Stockport, Ardwick, Bury, Salford, Rochdale, Partington, Trafford and Eccles.

### Yorkshire

**Gillian Bowditch and Lynne Tabbinor**  
Leeds and Bradford.

### Staffordshire and High Peak

**Mark Valentine**

Staffordshire Moorlands, Staffordshire, High Peak and Stoke-On-Trent.

**Rowan Powell**

Staffordshire Moorlands and Staffordshire.

### Cheshire

**Linda Green and Rowan Powell**

Northwich, Winsford, Chester, Macclesfield, Crewe, Warrington, and Halton.

**What does a typical week look like for our Money Advice Team?**

**Meet Caroline Gale, Money Advice Team Leader**

**Caroline**, our Money Advice Team Leader, has worked with Your Housing Group for seven years. What Caroline doesn't know and doesn't care about when it comes to helping people and budgeting and maximising their income and further support isn't worth knowing. She is compassionate, knowledgeable, and respectful and her working day is never the same!



### Monday

My week this week has started with a new team member and it's always exciting when someone new joins us because we get to expand our skills and service to more residents. In the afternoon, I helped secure a housing benefit payment to support a vulnerable resident, meaning all their arrears have now been cleared and the resident is extremely relieved. A good day.

### Tuesday

Today I met with **Liverpool Access to Advice Network (LATAN)** to chat about how we can work together to ensure all Liverpool citizens can receive free impartial advice services. It was a very productive meeting.

### Wednesday

I met with our **Money Advice Triage Officer** to review and allocate referrals in priority order to ensure our residents are contacted and supported in a timely manner. Our team provides support to residents right across the Northwest, Yorkshire and Staffordshire.

### Thursday

Thursday this week was a tough day as I attended an eviction review panel where my role is to offer our services to try to prevent an eviction wherever possible. For YHG, eviction is always, always a last resort, and we will always look for a solution.

### Friday

I ended my week at a conference with Greater Manchester Police and the national **Illegal Money Lending Team (IMLT)** to learn more about the best ways to support vulnerable residents at risk of loan sharks and illegal money lending practises.

I also contacted a resident to review a recent telephone assessment for **Personal Independence Payment (PIP)** as they needed support with utility debts.

If you would like support or money advice, call our team on **0345 345 0272** or visit [yourhousinggroup.co.uk/money-advice](https://yourhousinggroup.co.uk/money-advice)

## Household Support Fund

The Household Support Fund is now available until September 2024 having been **extended** again.

### HOUSEHOLD SUPPORT FUND

It's available to all vulnerable households across the country but each area has different eligibility criteria.

You may be eligible for funding to help with essential needs and necessities such as food, clothing and utilities.

Please contact your local council to find out more at [www.gov.uk/find-local-council](http://www.gov.uk/find-local-council) or visit [www.gov.uk/cost-living-help-local-council](http://www.gov.uk/cost-living-help-local-council)

You can also visit [yourhousinggroup.co.uk/costofliving](http://yourhousinggroup.co.uk/costofliving) for further information and support.



## Customer Communications Survey

We'd really appreciate your thoughts and feedback on how we communicate with you.

Keep an eye on your email inbox over the next couple of weeks.

It will only take a few minutes but will help us enhance the way we share information and stories with you!

All entries will be entered into a prize draw for a **£50 Love2Shop voucher**.



## It's never too late for Niagara Falls!

**91-year-old Cynthia didn't let her age hold her back when she decided to take the trip of a lifetime!**

Cynthia, who lives at Ryfields Retirement Village in Warrington, had a lifelong ambition to travel to Niagara Falls in Canada – and in April, she finally did it!

Her family simply said, 'Let's do it!' and supported her all the way...so the nonagenarian and her family travelled the 6,000-mile round trip to make her dreams come true!

Cynthia said,

"I've always wanted to go, and I had a list of things that I wanted to do when I got there. We flew to Dublin first then onto Canada, and it was just wonderful! I feel extremely lucky to have finally left Europe and to have such a lovely family who look after me."



## An afternoon of music at Bath Crescent

String of Hearts music group recently visited residents at Bath Crescent in Manchester to bring some fun and togetherness to the sheltered accommodation for residents who are 55 and over.

The community arts organisation, based in Trafford, aims to bring older adults together through music-making and many of the residents got involved playing instruments, singing and dancing the afternoon away!

So much so, that they're planning their next visit already! [www.stringofhearts.co.uk](http://www.stringofhearts.co.uk)



STRING OF HEARTS

## Foyers for young people achieve top marks!

Earlier this year we were pleased to be able to share that all four of our foyers for young people facing homelessness achieved top grades in the national accreditation.



Verve Place in Warrington, Bridge Foyer in Chester, Ravenhead Foyer in St Helens, and Coops Foyer in Wigan were all assessed as being both **Operationally Strong** and **Strategically Strong**.



### In housing quality:

Coops  
**92.3%**  
↑ 26%

Ravenhead  
**88.5%**  
↑ 11%

Bridge  
**94%**  
↑ 5%

Verve Place  
**100%**  
↑ 4%

The **Foyer Federation** carries out annual reviews of their 66 foyer members across the country, and of the nine who received the best possible results this time, four were ours!

**Martin Wright, our Head of Supported Housing, said:**

“This accreditation is a fantastic achievement by the teams across our foyers. We strive to provide a caring home, a holistic development plan and a nurturing and respectful community for young people.”

The assessment was made by a panel from FOR Youth; The Foyer Federation's nationally recognised quality development programme, and they assess things such as housing, learning and education, work opportunities, health, social skills, and personal development. They determined that we made progress in all areas.

Other notable scores saw social skills continuing to thrive at all foyers, **maintaining a perfect 100%.**

The assessors' feedback highlighted that ‘YHG foyers continue to maintain a high standard in all their services...with consistently strong leadership...and high standards to push them forward’.

**Our CEO, Jacque Allen, added:**

“We are committed to supporting the incredible work that goes on across the four foyers as they really make a significant difference in the lives of the young people.”



## Supporting residents' next steps

As part of our commitment to ensuring our residents are safe and supported when needed, we recently celebrated two of our foyer residents moving into their own homes.



Jade, and her new cat, Harlow

In order to support the country's much needed affordable housing options, we renovated two previously run down properties in Leigh in order to provide 'moving on' homes for our young people.

The properties were formerly a butcher's and a post office, but enabling the regeneration of these buildings not only enhances the area for everyone living there, but provides homes for those who need them.

Thanks to our work with **John Southworth** builders, Jade and another young person are now living independently following their time in a foyer.



**JOHN SOUTHWORTH**  
BUILDING FUTURES TODAY

What do you think about your customer newsletter? Email [engage@yourhousinggroup.co.uk](mailto:engage@yourhousinggroup.co.uk)

## Policy update

### Vulnerability & Reasonable Adjustments

We've recently had a new policy approved by both our Board and our Customer Services Committee.

The Vulnerability, Support for Customers, & Reasonable Adjustments Policy sets out how we provide support to you, should you ever need it, to help you keep your tenancy. This may be how we help you with our money advice service or our Tenancy Support Team.

We also offer 'reasonable adjustments' to residents who have a vulnerability, so that everyone can access our services easier. This could be, for example, if someone was hard of hearing, or spoke a different language other than English.

We will soon be getting in touch to ask you to register with us, and the full policy will be available on [yourhousinggroup.co.uk/policies](https://yourhousinggroup.co.uk/policies)



## Happy 100th birthday Esme

### Our resident, Mrs Esme Patchett, has recently turned 100 years' young!

Mrs Patchett lives at St Peters Court in Leeds and has been a resident of YHG for 26 years. She celebrated her centenary with a party at her home with fellow residents, family, and friends, including a buffet and drinks all organised by Mrs Patchett's carer, Sue. Everyone had a lovely day celebrating!

Mrs Patchett said:

"I am overwhelmed. I feel so lucky and I can't believe they are all here for me."

She also told our colleagues the secret to her long, happy life:

"I lived through the war, left school to make ammunition for the war then was sent to a factory and after that worked for an electricity board. I got married and I've always lived in the countryside. I moved into St Peters Court in 1998 and my husband passed away ten years ago. I live a beautiful and fulfilling life so my advice for a long and happy life is plenty of fresh air and good food with a big laugh!"

**Special birthday wishes to Esme from #TeamYHG!**



Regulator of  
Social Housing



# Tenant Satisfaction Measures (TSMs)

## How we've performed April 2023 - March 2024



We've split the 12 TSMs measured by you into three areas in line with our values, vision and priorities.

- We care
- Service improvements
- Safe homes and communities

This year is the first year that housing associations such as us have had to report their Tenant Satisfaction Measures (TSMs) to the Regulator of Social Housing (RSH).

The TSMs are exactly how they sound – they measure all the services and main aspects of how a social housing provider is performing, taking into account both the feedback of its residents and against its own performance expectations.

There are 22 in total; 12 that are measured by you and known as Tenant Perception (TP) TSMs and 10 that are measured by us and known as Technical TSMs.

As you will see as you read through the next few pages, we have made improvements in the majority of areas, and we are also in line with many of our fellow housing associations.

We are proud to have once again achieved a 100% compliance figure as this means we are doing everything we should be doing by law to keep your homes safe.

Ultimately, we feel these results are a fair reflection of where we currently are and we absolutely take into account that there is still work to be done. And we are rising to these challenges.

Thank you to all 1,874 residents who completed a survey for our Tenant Perception TSMs as this allowed us to fairly and accurately report our data.

## Congratulations to our survey winners!

Everyone who completed a tenant perception survey with us was entered into our prize draw for £50 Love 2 Shop vouchers, and our winners were...

**Mrs Pauline Johnson of Maple West said,**

"I'm over the moon – thank you! I'll be going out with my daughter for the day and will treat myself to something nice."

**Kacey, who lives in Birchwood, said,**

"Thank you. This is great timing as I've just moved into my own flat so can put it towards some bits for my home!"

# We care

How we've performed  
April 2023 - March 2024

- Our overall customer satisfaction has increased for the fifth year in a row which reflects the changes we have and continue to make with our services, systems and day-to-day contact with you.
- We continue to listen and over the last 12 months we have spoken to, met with, and engaged with around 10,000 residents.
- We have held meetings, both online and in person, supported social activities and provided community funding through our It's In Your Hands programme.
- Through our ongoing home improvements programme, we have installed hundreds of new windows, doors, bathrooms and kitchens, all of which help to ensure that we continue to meet the Decent Homes Standard.

TP01

Overall Satisfaction

74%



TP06



We listen to your views and act upon them

71%

TP07



We keep you informed about things that matter to you

80%

TP08



We treat you fairly and with respect

86%

# Service improvements

How we've performed  
April 2023 - March 2024

- You told us you wanted someone to handle your complaint personally so we now have a dedicated Customer Resolution Team who deal specifically with complaints and are able to provide a more personal service.



TP09



We approach complaints satisfactorily

40%



CH01

Complaints received based on landlord size

Stage one (per 1,000 homes) 76

Stage two (per 1,000 homes) 7

CH02

Complaints responded to within Complaint Handling Code timescales

Stage one 86.4%

Stage two 86.7%

# Safe homes and environments

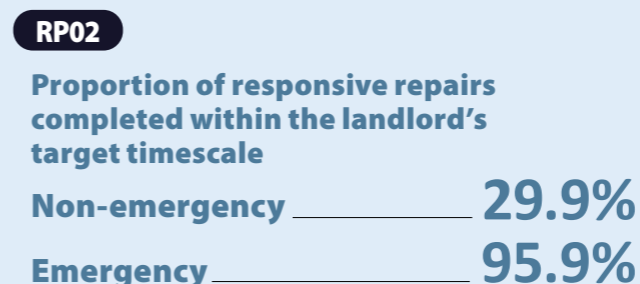
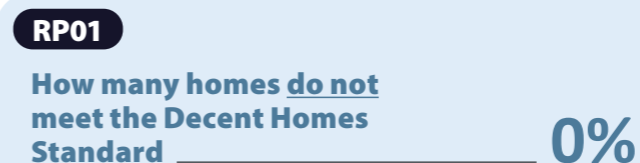
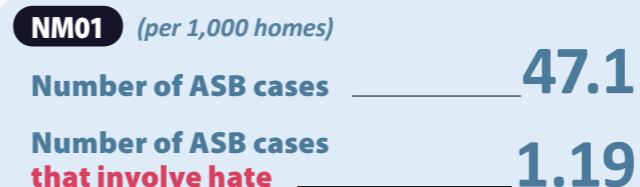
- We've grown our antisocial behaviour team and ensured our response time is quicker when you first get in touch (within two days).
- We've also trialled mediation and will continue the use of a noise recording app.
- We've carried out high-rise safety visits to all 15 of our blocks of flats over seven storeys/ 18 metres in height and held sessions for residents whilst there.
- All our homes reach the current Decent Homes Standard and we will continue to ensure this is the case.
- We're proud to have once again completed all our legal compliance requirements, with all hitting the 100% target.



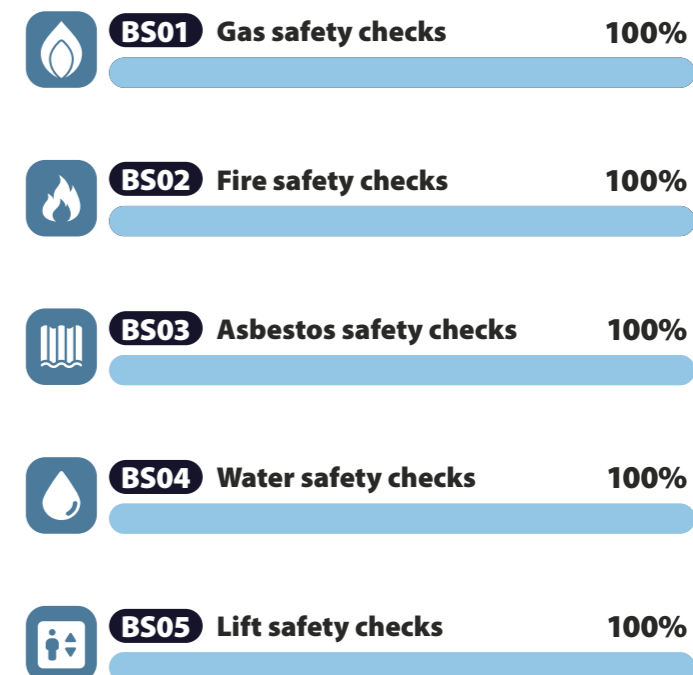
## Repairs

We know we have work to do in this area and we accept that these figures, whilst not where we want to be nor should be, are reflective of where we are.

We have been affected by system issues and recruitment, but there is no excuse and we already have a service improvement plan approved, with work underway.



One thing to note is that we carry out almost all (95.9%) of our emergency repairs within the 24 hours we promise.





# Summary

We are pleased to have seen...

- 20 out of the 22 TSMs areas improved
- Overall customer satisfaction increased year-on-year for the past five years!
- 100% compliant in all five areas (BS01-BS05)



Code	Measure	2023	2024	Change
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These are metrics that are customer responses

TP01	Overall Satisfaction	72%	74%	↑
TP02	Satisfaction with repairs	66%	65%	↓
TP03	Satisfaction with time taken to complete most recent repairs	61%	59%	↓
TP04	Home is well maintained	73%	76%	↑
TP05	Home is safe	79%	83%	↑
TP06	We listen to your views and act upon	64%	71%	↑
TP07	We keep you informed about things that matter to you	73%	80%	↑
TP08	We treat you fairly and with respect	80%	86%	↑
TP09	We approach complaints satisfactorily	32%	40%	↑
TP10	We keep communal areas safe, clean and maintained	74%	78%	↑
TP11	We make a positive contribution to your neighbourhood	65%	76%	↑
TP12	We approach antisocial behaviour satisfactorily	65%	73%	↑

These are metrics based on the performance of YHG

NM01	Number of ASB cases (per 1,000 homes)	-	47.1	-
NM01	Number of ASB cases which involves hate (per 1,000 homes)	-	1.19	-
RP01	How many homes <b>do not</b> meet Decent Homes Standard	-	0%	-
RP02	Proportion of <b>non-emergency</b> responsive repairs completed within the landlord's target timescale	-	29.9%	-
RP02	Proportion of <b>emergency</b> responsive repairs completed within the landlord's target timescale	-	95.9%	-
BS01	Gas safety checks	-	100%	-
BS02	Fire safety checks	-	100%	-
BS03	Asbestos safety checks	-	100%	-
BS04	Water safety checks	-	100%	-
BS05	Lift safety checks	-	100%	-
CH01	Complaints received based on landlord size (Stage <b>one</b> , per 1,000 homes)	-	76	-
CH01	Complaints received based on landlord size (Stage <b>two</b> , per 1,000 homes)	-	7	-
CH02	Complaints responded to within Complaint Handling Code timescales (Stage <b>one</b> )	-	86.4%	-
CH02	Complaints responded to within Complaint Handling Code timescales (Stage <b>two</b> )	-	86.7%	-

[www.yourhousinggroup.co.uk/tsms](http://www.yourhousinggroup.co.uk/tsms)

## Life-saving defibrillator at Grove Village

**Defibrillators can really make all the difference when someone suffers a cardiac arrest. If a defibrillator is used within one minute, survival rates are as high as 90%.**



So, for residents at Grove Village in Ardwick in Manchester, this is a fantastic addition to their community.

Our Chair of the residents' and tenants' group at Grove Village, Jim, successfully secured a £750 grant from the £1 million pound defibrillator fund to put towards the cost of buying one and having it fitted.

Image: Jim and the defibrillator which is now in place outside of the Ida Kinsey Centre, 17 Guide Post Rd, Manchester M13 9HP

With support from #TeamYHG's own Jane Hawthorne, one of our Community Investment Officers, the other half of the money came from the residents' group themselves, and whilst we hope no one ever needs it, the peace of mind it brings is worth every penny.

## Making a difference to residents' gardens

**Two of our retirement living villages brightened up their outside space all ready for sunnier days!**

Some of our colleagues joined residents from both Ryfields Retirement Village in Warrington, and Kingswood in Chester, and got stuck in to some gardening!

Planting, pruning, shrubbing and general tidying has turned their gardens into a colourful, comfortable, and pleasant space for everyone to enjoy.



What do you think about your customer newsletter? Email [engage@yourhousinggroup.co.uk](mailto:engage@yourhousinggroup.co.uk)

## High-Rise Safety Days & Repairs

Over the last 12 months we have spent a day at each of our 15 high-rise blocks of flats, over seven storeys, or 18 metres in height, and home to 750 residents.

Throughout those days we have:



Taken building safety walks around the blocks

Held Q&A sessions to update and answer any questions



Carried out 446 repairs on-the-day

Booked 312 future repairs



Being able to successfully combine yours and your building's safety, with carrying out small but impactful quick fix repairs to improve our residents' day-to-day lives has made a real difference and we are pleased to say we are doing it all again this year!

The Building Safety Act 2022 stated that residents must be given the opportunity to take part in decision making about safety in their homes, with a specific focus on high-rise buildings. We saw this as not only an opportunity to enhance safety, but also a chance to boost our engagement with you.

James Coates, one of our Community Investment Officer's and the driving force behind the High-Rise Safety Days, said:



"The High-Rise Safety Days are extremely useful for us to visit and communicate with residents' face-to-face about their home and building. On most occasions we have been able to fix repairs there and then which is a massive help to not only our residents but to us as an efficient and effective business too."

Over the course of the year, we also saw **resident engagement increase** by 287%, and the **number of repairs booked and carried out**, increase by 85%.

We had a supportive and positive feedback too, including this from Jeffrey who shared:

"I would like to say a big thank you to Your Housing Group colleagues and local block reps for removing my damaged household items and for carrying out a full damp and mould treatment during the High-Rise Safety Day. It has made a big difference to my mental health and wellbeing."



[yourhousinggroup.co.uk/customer-engagement](https://yourhousinggroup.co.uk/customer-engagement)



THE HOUSING COMMUNITY SUMMIT

**Your Housing Group will be discussing building safety and resident engagement at the Housing Community Summit on 9 September at ACC Liverpool.**

## Better in Biddulph!

Residents living in 27 bungalows on Washington Close in Biddulph, Staffordshire are now enjoying updated homes thanks to our ongoing home improvement programme.

We spent **£725,000** on:

New windows and doors

New radiators and pipework

New loft and cavity wall insulation

New drainpipes, fascias, and soffits

New extractor fans

Kate Meredith,  
Head of Asset Investment said,

"We are continually investing in our homes and this remains a priority so that we are able to maintain a good standard of homes for all our residents."

Over the next 12 months, we are planning...

Over **1,350** individual updates including...

**200** new kitchens and bathrooms

**500** homes receiving new windows

**650** homes receiving new doors

This is in addition to the continued commitment to ensuring fire safety in all of our homes, with a further **£20.5 million** due to be spent over the next year.

## Residents get a 'lift'!

It might not seem like much to some, but for residents living in two of our sheltered homes for those aged 55+, getting their lifts back up and running has made their day.

Lifts at both Hynd Brook House in Accrington, and Raglan Court in St Helens, were out of service for eight weeks for updating and repairs work to take place.

But when they were ready to re-open, our residents were so happy, they carried out a ribbon-cutting!

Jimmy, who lives at Hynd Brook House, said:

"It's been hard work sometimes, but it's worth it now it's done. The lads that did it were great, they just cracked on."

Another resident, Enid commented on the work saying:

"The contractors have been very friendly and it's been kept tidy. Some days you didn't know they were here they were so quiet."

This work has come about as part of our ongoing home improvements programme into our existing homes.

## Lee Court upgrades

Lee Court in Manchester has had some great new upgrades thanks to our ongoing investment and improvements into our existing homes.

- A new roof and new windows
- New flooring, lighting, and decoration in the stairs, hallways and lounges
- And, new soft furnishings in the lounges!

The works have also seen great improvements to heat retention within the building, meaning better energy efficiency and comfort for the residents.

Thank you also to our partners, Connolly Ltd.

What do you think about your customer newsletter? Email [engage@yourhousinggroup.co.uk](mailto:engage@yourhousinggroup.co.uk)



## Look out for our vehicles!

### The time had come to get new cars and vans, to save time, money and go greener!

Our vehicles accumulate thousands and thousands of miles because we travel across the North West, Staffordshire, and Yorkshire, so as the leases came to an end, it made sense to update the fleet of vehicles, as repairs and maintenance start to become an issue too with older, well-used vehicles.

#### Greener

The cars are self-charging hybrid vehicles to help to reduce emissions and to make our fleet more environmentally friendly, plus because they're self-charging it means they don't need to drive out of their way to find charging points.



#### Shorter contract

The vans, whilst still diesel to be more cost-effective at the moment, are on a shorter contract so that we can explore future greener options sooner should costs start to reduce.

The new cars and vans are out now but we are phasing them in gradually, so you may see both the old and new designs for a little while.

**As always, please remember to ask colleagues to show their ID when they visit you and if in doubt, you can always call us to check.**

**We've signed up to a carbon offset programme which sees trees planted to offset our carbon emissions!**



## It's In Your Hands

### On June 6, 1944 the Allied Forces of Britain, America, Canada, and France attacked German forces on the coast of Normandy, France.

This famous battle is sometimes called D-Day or the Invasion of Normandy. To celebrate the 80th anniversary of D-Day, some of our residents held celebrations on the day and over the weekend.

**Hazelmere Retirement Village in Winsford, Cheshire** held a coffee afternoon for residents and non-residents to attend and commemorate on the special day.

**Ryfields Retirement Village in Warrington** had a special visit from 1130 Warrington Squadron Air Cadets and Warrington Brass Band who paraded into the grounds of the village and then provided the residents with a guard of honour for their celebratory party.

It was lovely to see residents and colleagues come together on a day that is important to so many of us.

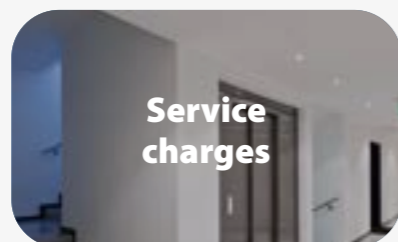


## Out-of-hours service review – undertaken by you!

One of our customer engagement groups is the Customer Scrutiny Panel (CSP), who are a dedicated group of Your Housing Group residents who carry out fair and thorough reviews of different services within the business.

They then share a report with us to let us know exactly what they have found out, what worked well and what didn't, including any recommendations as to how we can improve.

### Some of the areas the CSP has reviewed...



### Out-of-hours review

Earlier this year, they carried out a comprehensive review of our out-of-hours service, which is run by a company called Orbis, which if you have ever called us in the evenings or at a weekend for example, you will have encountered.

#### What did they do?

- Thoroughly examined all relevant documents (e.g., processes)
- Visited Orbis, the company who provide our out-of-hours service
- Interviewed YHG colleagues
- Reviewed customer calls.

#### What did they find out?

- An excellent relationship between Your Housing Group and Orbis
- Straightforward procedures and strong communication
- Good customer service provided by Orbis
- A good system that allows for quick decision-making when calls are received, including escalation to senior colleagues for more complex issues.

### Recommendations

There were 20 in total but the main one that impacts you as residents is that **we do not specifically define what our out-of-hours service offer is or how it works.**

### So, who is Orbis and how does it work?

Orbis has worked with social housing groups for over 37 years, and with us for 15 years. You will reach them as our out-of-hours service by calling us in the usual way on **0345 345 0272**.

The service operates every evening after 5pm until 8am, at weekends, and other holidays (e.g., Christmas Day) when YHG colleagues are not in work. This means you can call us to report emergencies **24 hours a day, seven days a week, all year round.**

You can read more about emergency repairs on our website, but an emergency is classed as an issue that can risk your personal safety, your home safety or is a potential risk to others around you (e.g., leaking water in block of flats).



Image: Orbis  
Source: www.orbis.co.uk

94% of their customers say they would recommend them

On average, they get up to 600 calls per night

Around 60 calls come from Your Housing Group customers

[yourhousinggroup.co.uk/repairs](https://yourhousinggroup.co.uk/repairs)

## Customer engagement groups - want to get involved?

**We love working with our customers who help us to shape our services, ensure our plans are realistic and relevant, and push us in the right direction to get things right for you.**

Caring about you and being passionate about keeping you safe, comfortable, respected and heard is key to our future and by getting involved in a formal customer group, you get to have your opinions and useful advice heard loud and clear.

### Customer engagement groups looking for new members!



#### Customer Connect Panel (CCP)

The CCP meet formally around every six weeks and follows an agenda and is led by the Chair.

A key part of the CCP's role is to ensure that the business engages with and listens to you, our customers, about what you think about our service. They talk to and hear from colleagues across the business, challenge where necessary, and influence policy and practice.

#### Is it for you?

- ✓ Enjoy participating with others
- ✓ Interested in getting to know more about us and housing
- ✓ Want to ensure the customer's voice is heard.

#### Customer Scrutiny Panel (CSP)

By scrutinising – or investigating – what we do, you ensure that you hold us to account. The existence of a CSP gives assurance to our Board that we are doing what we say we will, and we are learning and making changes when we need to.

The CSP carry out two to three reviews a year on a particular area, and each project takes around 12 weeks. Each project may need up to six meetings.

This role also talks to customers, and colleagues, reviews policies and procedures, and may also conduct surveys if required.

#### Is it for you?

- ✓ You have an eye for detail
- ✓ You have a keen interest in helping YHG improve their services
- ✓ You like research and results.

#### Equality, Diversity, and Inclusion (EDI) group

Our brand new EDI customer group meets in person four times a year. They make recommendations on how YHG can strengthen our approach to ensure we hear, show respect to, understand and value everyone.

#### Is it for you?

- ✓ You have a passion for EDI
- ✓ You believe that society sometimes get things wrong and is unfair
- ✓ You think YHG can improve its approach and be more inclusive.

#### Repairs Group

We know we have work to do, and we are so pleased to be able to launch our brand-new group that will talk, tackle and hopefully improve all things repairs!

We already engage with thousands of you throughout the year through our repairs' surveys after each fix, but we want to do more.

#### Is it for you?

- ✓ You want to design the aims of the group from the start
- ✓ You've had experience with our repairs service and can see what's needed
- ✓ Maybe you have some experience in repairs and maintenance.

#### Comms Café

The Comms Cafe is a space for you to get a cuppa' and talk to us in a relaxed environment about our strategic communications. We hold two online meetings a year to discuss key topics with our community.

#### Is it for you?

- ✓ Communications and marketing interest you
- ✓ How we share information with you matters
- ✓ You have an opinion about our online or printed communications.

For more information on the groups mentioned and how to get involved, please email [yourvoice@yourhousinggroup.co.uk](mailto:yourvoice@yourhousinggroup.co.uk)

#### What's in it for me?

Being involved with your landlord can be a great experience for a number of reasons.

#### These include:

- Meeting new people and likeminded customers
- Getting to know our senior teams and finding out how our services actually work
- Being able to input directly into how we can and want to improve our services
- Being able to help and support your neighbours
- Improving your skills and knowledge
- Getting access to free training and support
- We even cover expenses and provide lunch and refreshments!

## Know Your Customer



**The more we know about you the better we can accommodate you, provide you with the services you need in a way that suits you.**

We can also ensure our communication is accessible to your personal needs and we can help establish a more personalised approach to everything we offer. However, in order for us to know you better we need your help.

**We will soon be getting in touch with every single one of you to ask you to review the information we hold about you, update any errors and fill in any gaps in as much detail as possible.**

This is simply so that we can tailor our services to you if and when we need to.

We will also be writing to you to ask you to record any vulnerabilities with us, so that we can offer a reasonable adjustment where needed for future service requests.

We will not use this information in any way that breaches data protection, but it is so that we can support you better should you ever need it.

More information will be available soon and please look out for the letter so that you can complete as soon as possible.

## Out and About

<b>Crewe</b>	<b>Knowsley</b>	<b>Merseyside</b>	<b>Manchester</b>	<b>Yorkshire</b>
Wednesday	Wednesday	Wednesday	Wednesday	Wednesday
<b>24</b>	<b>21</b>	<b>25</b>	<b>28</b>	<b>27</b>
July	August	September	October	November

Times and exact locations to be confirmed. This will be updated on our website at [www.yourhousinggroup.co.uk/customer-engagement](http://www.yourhousinggroup.co.uk/customer-engagement) and also in our Facebook Broadcast Channel at least one week before.

