

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

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As your **landlord**, Inclusion operates **Nationwide**, providing homes for over 4,000 vulnerable tenants, in partnership with support providers, to promote **independent living** and offer **life choices**.



# WELCOME TO YOUR INCLUSION TENANT NEWSLETTER

Inclusion Group continues to go from strength to strength, with growth across Inclusion Housing, Inclusion Homes and our charitable arm, Inclusion Foundation. Our 'Homeless' business, 'Insted' is also making important and much-needed progress.

We now have 4399 units in management with more new developments planned across the country during this year. We are also looking

at new opportunities to grow and improve our services still further.

You will find more information on what we are doing throughout this newsletter. It is also great to see so many photos, stories and articles showing the activities our tenants are involved in.

We hope you enjoy your newsletter!

## CUSTOMER SERVICE EXCELLENCE

Our determination to provide the best possible customer service was again recognised in December 2023, when we retained the Customer Service Excellence Accreditation at Compliance Plus level. In addition, we improved upon the previous years' dual compliance plus by securing compliance plus across 3 service areas shown here:

We are delighted to retain this prestigious award.

- We can demonstrate our commitment to developing and delivering customer focused services through our recruitment, training and development policies for staff
- We have developed co-ordinated working arrangements with our partners that ensure customers have clear lines of accountability for quality of service
- We interact within wider communities and we can demonstrate the ways in which we support those communities

## INSTED

Our 'homeless' business, Insted, was launched towards the end of last year providing homeless and associated supported accommodation. We currently manage 60 residents spread across 6 units located in Tameside, Rochdale, and Birmingham. In response to growing need and huge demand for our services, it is evident that Insted will grow and grow. Discussions are ongoing with several local authorities, at this stage predominantly in the North West, but with the potential to develop into all areas of the country.





## HANDYPERSON SERVICE

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The handyperson service continues to operate and expand across all parts of the country. Some 211 schemes now benefit from the service. We are committed to the service and will keep it under review with further expansion where necessary.

## NEW CONSUMER STANDARDS

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From April 2024, the regulator for Social Housing has introduced new standards against which the performance of all social landlords will be measured.

Some of the standards are existing:-

- **Governance and Financial Viability Standard** – outcomes about how landlords are run and their finances
- **Value for Money Standard** – outcomes about landlords making the best use of their resources to deliver their purpose
- **Rent Standard** – outcomes about rents, as set out in government policy

There are also new and revised consumer standards:-

- **Safety and Quality Standard** – outcomes about the safety and quality of tenants' homes and the efficiency and effectiveness of the repairs service
- **Transparency, Influence and Accountability Standard** – outcomes about how landlords provide information and listen to the diverse needs of tenants, act on their views and deal with complaints fairly, effectively and promptly
- **Neighbourhood and Community Standard** – outcomes about how landlords work with other organisations to help ensure tenants live in safe neighbourhoods and deal with anti-social behaviour
- **Tenancy Standard** – outcomes about how landlords allocate and let homes and manage tenancies

Inclusion Group, along with other social landlords, is required to provide statistical returns and tenant satisfaction results to the Regulator later this year. We have also reviewed the standards and the data we hold against each service area. We feel that we are compliant in all areas however we recognise that there are always improvements to be made to the information we hold and the services we provide. This is being rolled out this year.

Further information is provided below on some of the service areas that demonstrate our commitment to meeting the consumer standard. We welcome your views on any aspect of the above.



# COMMENTS, COMPLIMENTS AND COMPLAINTS

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Inclusion Group categorise all customer feedback into one of three areas: comments, compliments or complaints.

**Comments** - all customers submitting a comment to Inclusion Group and its subsidiaries will receive an acknowledgement. Where a comment requires a reply, the relevant service manager will issue a response to the customer within service standard targets.

**Compliments** – these will be shared with the relevant officer or team, and notification sent to the director responsible for the service.

We will ensure that any good practice and service improvement issues identified by the comments or compliments process are shared across the organisation and used to improve services to customers, as well as being fed back to customers.

Some 48 external compliments were received during the financial year 2023-24, a substantial increase on the 14 received during 2022-23.

**Complaints** - the aim of our complaints process is to ensure that all complaints are investigated quickly and fairly and, where possible, a positive resolution to the complaint is achieved at the first point of contact. If we are unable to resolve the complaint immediately and an investigation is needed, the customer will be given an explanation of the complaints procedure and what they can expect to happen next.

From Inclusion's point of view, it is essential that lessons are continually learned from complaints and, where appropriate, good practice is shared with wider teams on a regular basis to stimulate service improvement.

Customers can make a complaint or access the complaints system through a variety of routes: by telephone, email, online via the customer website, in writing or in person at the Inclusion Group Head Office. Complaints or enquiries are also accepted from local Councillors, Members of Parliament (MP) or any other agency acting on behalf of an individual. All complaints received from any third party will be responded to with the same priority as a complaint received from a customer directly.

During 2023-24 a total of 85 complaints were received into the business, an increase on the 76 complaints received in 2022-23.

If you want to tell us about a complaint, compliment or comment please contact us by:-

- Speaking directly to your Managing Agent in person or by phone or e-mail contacting our Head Office:

**Inclusion Group,  
106 Heworth Green,  
Heworth, York,  
YO31 7TQ**

- Call: **01904 675207**

- emailing us at **hello@inclusiongroup.co.uk**

- logging on to **www.inclusion-group.org.uk** and by completing and returning the form on our website.

# CUSTOMER SATISFACTION SURVEY

Thanks to all of you who completed a customer satisfaction survey this summer. We received 2068 completed surveys which is a return rate of 55% and an increase of 12% on last year's survey.

The results of the survey are really important to us because your views tell us what we, as your landlord, are good at and what we need to improve upon in future.

As in last year, the Regulator of Social Housing set out a series of questions that we need to ask you. These related to:-

## SURVEY QUESTIONS

Overall satisfaction

Satisfaction with repairs

Satisfaction with time taken to complete most recent repair

Satisfaction that the home is well maintained

Satisfaction that the home is safe

Satisfaction that the landlord listens to tenant views and acts upon them

Satisfaction that the landlord keeps tenants informed about things that matter to them

Agreement that the landlord treats tenants fairly and with respect

Satisfaction with the landlord's approach to handling complaints

Satisfaction that the landlord keeps communal areas clean and well maintained

Satisfaction that the landlord makes a positive contribution to neighbourhoods

Satisfaction with the landlord's approach to handling anti-social behaviour

## Overall results have remained pretty much in line with the last survey:-

We are delighted that overall satisfaction with Inclusion Housing, remains at 89%.

There were again high levels of satisfaction (all in excess of 85%) for tenants feeling safe, listened to, being kept informed and treated with respect.

There was an increase in satisfaction with our handling of complaints (Inclusion Housing up from 55% to 61%) but we recognise there is still work to be done in this area.

Satisfaction with repairs remains at 71% and at 61% for time taken for repairs to be completed. We are constantly reviewing our repairs service to identify where further improvements can be made.

Your participation is very much appreciated.

## CUSTOMER WEBSITE

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.

We are always looking to refresh our website with new photographs. If you would like to have your photograph on our website please let your Managing Agent know.

## PERFORMANCE

Our customer scorecard below can also be viewed via your customer account and shows some of the areas which are important to our tenants. We set ourselves challenging targets which are reviewed each year, not only measured against our performance in previous years but also against other organisations who deliver similar services.

PERFORMANCE AREA	March 21 RESULTS	March 22 RESULTS	March 23 RESULTS	2023/24 TARGET	March 2024 RESULTS
Gas Safety %	99.75	99.13	99.31	>= 99%	99.36
Customer Satisfaction %	86	86	86	>= 89%	89
Repair Orders Completed On First Visit %	98.56	97.61	98.55	>= 97%	97.50
Intensive Housing Management Visits %	99.22	90.77	92.78	>= 92%	88.63
Scheme Visits %	100.00	96.98	95.55	>= 99%	95.38
Scheme Condition %	99.02	97.00	95.98	>= 97%	99.80
ASB Cases %	0.08	0.62	1.52	<= 4%	1.81
Lettings BME %	4.07	7.42	6.02	>= 13%	9.96
Arrears %	1.45	1.48	2.26	<= 2.0%	1.83
Voids %	21.13	17.35	16.72	<= 12%	13.11

We are performing well in most areas and there has been a continued reduction in void properties. However, we still need to do better and fill more properties more quickly 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.

The property and repair related targets all show

improved performance, with another improvement in scheme condition and above target performance in gas safety and repairs being completed on first visit.

On Scheme visits and Intensive Housing Management visits we are slightly lower than target.

Arrears have reduced and Anti-Social Behaviour is still well below target.



## CHRISTMAS CARD COMPETITION 2023



*Each year we run a Christmas Card design competition and the winner for Christmas 2023 was one of our tenants from Shipston on Stour who won a £50 voucher.*

*Here is the fantastic winning design!*

## EASTER CRAFT COMPETITION 2024

*Congratulations to Jimmy, from Grimsby who won our Easter Craft Competition!*

Jimmy made this beautiful Easter Basket Bonnet for the competition. We were particularly impressed with how Jimmy had made the basket using paper mâché techniques but with string and glue instead of paper with a balloon. Jimmy then used a mixture of items he already had at home, like the teddy and tissue paper for the other elements of his creation. We're sure you'll agree it looks incredible!

Well done Jimmy. We're sure you enjoyed spending your winning voucher on more craft materials for your next craft day!



## GWENT NEIGHBOURHOOD POLICE PROGRAMME

*In April, Inclusion Group were involved in organising the return of the Police Programme for our tenants and other residents in the Newport area.*



The initiative is led in partnership with Inclusion Group, Gwent Police and supported by our care partner Priory Group. The programme is run by Local Community Support Officers Bryan Flynn and Jenny Mullis as a part of Neighbourhood Policing.

During the second session Jenny discussed healthy relationships. She explained how to recognise the signs of healthy and unhealthy relationship, how to report the abuse, where to seek the support.

Jenny made everyone very comfortable, she repeated information multiple times and ensured that everyone understood what was being discussed. As everyone started to know each other better, some participants started to share their experiences of hate crime, past abusive relationships.

Aleksandra Smith, Inclusion's Regional Manager and organiser of the event, stated that listening to some stories was very difficult especially when that person didn't know where to turn for help at that point of their life. It was clear, that there are multiple examples where vulnerable adults are targeted and subjected to different forms of abuse without them knowing.

Being part of these sessions proves that programmes like the one run by Gwent Police is needed in all areas. Aleksandra said that although the programme is currently only fully functioning in Newport, her aim is to implement it across the country. This initiative has a great potential to protect vulnerable adults from involvement in drugs and other illegal activities, reduce anti-social behaviour and educate them to be able spot the signs of abuse. As a result, it will positively impact on how often emergency services need to react while supporting vulnerable adults to sustain their tenancies.



## NORTH-WEST SCHOOLS PROJECT



***Inclusion group have been working in partnership with the Witherslack Futures Project to address the growing need for supported housing which provides a safe and supportive living environment.***

Since February 2023 we have collaborated on an extensive outreach programme engaging with schools across the North-West to educate students on supported housing. Inclusion completed interaction sessions and each school had the opportunity to discuss issues with current Inclusion residents, support workers and the wider team which had positive results. To further engage the schools, Inclusion group provided branded water bottles and information booklets.

As part of the project, a group of pupils from Oversands School visited Albion Mill (see above) in Blackburn where they were given a fantastic insight into how the residents are looked after, the activities on offer and what the accommodation looks like. The students really enjoyed the experience with one saying ‘I didn’t know that places like this existed and if I did live somewhere like this then I know I would be looked after really well but also be able to be independent.’

Inclusion also visited Oversands school and gave the students clear guidance on really important issues such as tenancy agreements, managing bills and how to apply for our accommodation.

The initiative between Inclusion Group and Witherslack Futures Project is going to be rolled out nationwide later this year and we are looking forward to extra training opportunities and accreditation from the ADD charity.

## GOOD NEWS STORIES

*Many of our tenants tell us that living in accommodation provided by Inclusion Group has improved their quality of life and given them the freedom and independence to meet new people and experience new things.*

Here are just some of the lovely stories we have received this year:-

### Noel, Bolton

*This is Noel, one of our tenants in Bolton, who has been making a big difference in his community.*

In his spare time Noel regularly goes out into his local area to collect discarded rubbish which is helping to keep the streets clean and protect the environment. Admirable work from Noel which has drawn the attention of the Mayor of Bolton who sent him a letter along with an award to congratulate him on his hard work, calling him an un-sung hero of Bolton!

Noel has said that receiving this has been a big boost to his morale and confidence. Everyone at Inclusion is very proud of his continued fantastic work!

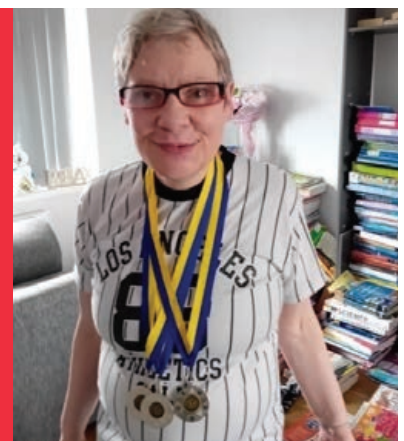


### Mandy, West Midlands

*It is wonderful to share Mandy's fantastic swimming achievement.*

Mandy, lives at one of our schemes in the West Midlands, and here she is with medals she won in 50 metres, 100 metres and relay in swimming.

Well done Mandy!!



### Chris, Derbyshire

*Meet Chris who is a tenant at one of our schemes in Derbyshire.*

Chris is a great fan of knitting and spends a lot of time on his hobby, in fact, he is currently trying to set a Guinness World Record. Chris tells us "Just because I have learning disabilities doesn't mean I can't achieve anything. I can achieve whatever I want". Well said Chris and good luck with the Guinness World Record!



## Feathered friend, Grimsby

**One of our schemes in Grimsby has a little visitor coming to see the tenants in the garden.**

Nearly every day this lovely pheasant comes to eat the bird seed the tenants leave out whilst having a wander around the beautiful garden space. The tenants love watching the bird from the window and it gives them lots to talk about.



## Ash, Inclusion Managing Agent, Sunderland

**A huge well done to Ash Dyche who has completed Level 1 Award in British Sign Language.**

Ashley tells us “I took over Keller Court in January 2023 where most of the residents have a hearing impairment. Before I took this course, communicating with the residents was done with help from Action Deafness but I wanted to learn the skills to communicate directly. Inclusion Housing sponsored me to complete a British Sign Language course, which I passed! The residents at Keller Court have really appreciated the fact I was willing to learn how they communicate, it has helped with connecting and chatting with the tenants. There is still so much to learn and I have now started Level 2”

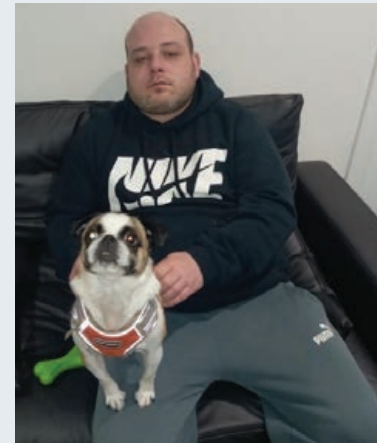


## Adam & Daisy, Nottingham

**Meet our new residents, Adam and his dog Daisy who have recently moved in to one of our properties in Nottingham.**

Adam is a Resident Representative and with the help of Daisy they are responsible for speaking to other tenants to help them have a voice, support other tenants speak to staff, arrange weekly meeting with Team Leaders (Activities Coordinators) and assist tenants raise any maintenance requests.

Not only do we hope Adam and Daisy enjoy their new home, we also hope they enjoy their new roles as Resident Representative.



## Heather & Luna, Darlington

**Heather lives at our scheme in Darlington and has a recently got a new furry and cute companion, the lovely Luna.**

Heather tells us that Luna is a bundle of joy and she cannot wait to create a strong bond with her new furry best friend but most of all she is looking forward to teaching Luna some tricks and giving her lots of cuddles. Luna is going to be a great support companion to Heather who cannot wait to begin life as a cat mum.

We hope Heather and Luna have a lot of fun together.



## Dean, Nottinghamshire

*This is Dean who moved into one of our schemes in Nottinghamshire in October.*

A move to Inclusion's Supported Living Service has given Dean the freedom and opportunity to choose his days out where he is supported on a one-to-one basis by our partner Aspirations. The photo show Dean enjoying a day at Wollaton Hall. Sounds like you had a great day Dean!



## Jo & Caitlin, Newcastle

*Jo & Caitlin have written this article for PRIDE.*

“For the first time in 7 years we have been able to decorate our home at Brunswick Gardens for Pride, which has enabled us to feel included and like ourselves.

“Having the ability to decorate makes me feel seen for who I am, I feel like I can express myself, as I am on the rainbow. We live in such a homophobic world and this has given me a chance to feel included, and I would like to thank Lifeways and Inclusion for letting me.

“This is the 2nd year in a row that I will be attending Pride, and the first time attending with the staff from Brunswick Gardens, other people who live in the service and people from my local Autism support group.

“It has brought us all together and allowed us to celebrate everyone!”

Thanks for the lovely article Jo and Caitlin!



## Adrian, Staffordshire

*Adrian lives at one of our schemes in Staffordshire and enjoys painting as his hobby.*

Not only does Adrian have his work displayed at a local art exhibition, but he has also had enquiries from someone who is interested in commissioning a piece of art for them which is fantastic news!

Amazing work Adrian, we can't wait to see what you create next.





## Gary, Edinburgh

**More artwork now, and this time from Gary in Edinburgh. Gary sells some of his art on cards, while he also has artwork decorating the building, where he lives.**

His support worker advises that Gary has seen programmes on television regarding history, space and nature, and these generate patterns in his mind. Gary's artwork represents life in all its forms.

Really impressive work Gary!

## Derby

**Our Managing Agent Isobel has been working with the care staff at one of our sites in Derby to find a solution as one of our tenants was writing on the walls.**

The care staff suggested installing a section of white and chalk boards and Isobel also suggested that the walls were painted a different colour.

The work has been completed and our tenant loves it and has been creating some lovely displays! Well done all involved.



## Nottingham

**At one of our Nottingham schemes, the care & support staff have put together this great initiative to show tenants how much sugar is in some of the snacks they like to consume.**

The staff measured how much sugar was in each of the tenants' snacks to try and encourage a healthier lifestyle. The outcome being the 'Sugar Shocker' display!

## Lloyd, Birmingham

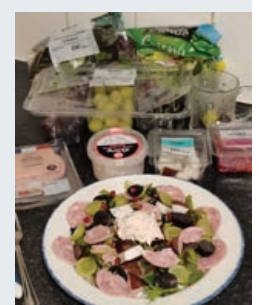
**More heathy eating in Birmingham, where Lloyd lives in one of our schemes.**

He has recently been learning how to cook healthier meals with help from his mum and sister.

With some practice Lloyd has started to cook healthy and nutritional meals independently and often sends photos and videos to his Managing Agent Jamie to show what he has cooked and prepared. Some of his favourites are steak with vegetables, Chinese style chicken soup and vegetable stir fry.

His family have complemented him on how good some of the meals are to eat and we think this looks absolutely delicious.

Well done Lloyd.





## Gordon, Staffordshire

*Along with the support provider, Inclusion held a tenants meeting at one of our schemes in Staffordshire to discuss important subjects such as anti-social behaviour and how to report it.*

Also on the agenda was property condition, engagement with the support team and activities which could be organised by the tenants.

To welcome everyone, Gordon, one of our residents, made delicious snacks and decorations for all the guests. Before the event Operations Manager Aleksandra Smith, spoke to Gordon to find out how he prepared the food and decorations. Gordon shared his experiences from the time when he was a chef and more importantly gave Aleksandra some amazing recipes to try!



## Nick, Clacton on sea

*In one of our properties, tenant Nick has been using his spare time to develop his passion of woodworking.*

As well as building some impressive creations for his own room – including the magnificent castle pictured – he also likes to make bigger projects that have been used as garden furniture at the property.

Nick moved into his home in 2020 and has been busy at work ever since. Our Managing Agent for this site told us that he can regularly be found either at his woodworking bench or out in the garden when they come to visit him. Nick's work has been a big hit with the other tenants at the property who commented they "really appreciate the craftsmanship that goes into every piece".

Keep up the good work, Nick!

## Monica, Kayleigh and Krystyna, Birmingham

*Three of our tenants at our scheme in Birmingham have joined their local contemporary group choir which aims to help build friendships and improve general well-being.*

Monica joined the choir earlier this year and then recruited Kayleigh and Krystyna to join the same Group.

Previously Monica has performed at the NEC arena in Birmingham with the choir and more recently everyone performed together at Walsall Arboretum and Lichfield Cathedral.

Well done Monica, Kayleigh and Krystyna!







## Tim, Loughborough

*In Loughborough, our Managing Agent reached out to Volvo Truck and Bus centre which is located close to one of our supported living sites to arrange a tour for one of our tenants.*

After months of planning between our tenant Tim along with Scheme Manager Jacob, they were given a guided tour by the generous Body Shop Managers Roy and Russell.

The kind Volvo managers both took time out to show and do a walk around the site explaining the various aspects of work they carry out on the variety of the vehicles which gave Tim a wonderful learning experience. He was also given a wonderful souvenir of the visit which included a hat and water bottle which was used instantly!

Thank you to the Volvo team for accommodating Inclusion and Tim's visit.

## Stacey and Rebecca, Grimsby

*Stacey and Rebecca work in the café at Strand Court, Grimsby and have organised several fund-raising events which have included a summer BBQ, fireworks display and an easter Egg hunt.*

Each event has included prizes and a raffle to raise money to buy an air vac and a defibrillator with both items costing over £1,000. We are pleased to share that following Stacey and Rebecca's tremendous efforts, both items have been purchased.

Stacey and Rebecca are now looking at activities for this year to raise funds for other items they feel would improve the lives of tenants at Strand Court.

Well done Stacey and Rebecca!



## Stuart, Leicestershire

*While signing the tenancy agreement for Stuart to move into his new flat a few weeks ago, our Managing Agent and Stuart made a great connection.*

When speaking about their hobbies they discovered they shared an interest in old rally cars and after the meeting, Stuart painted a lovely picture of his favourite rally car as a thank you and the fantastic artwork is now taking pride of place in the communal space for all to enjoy.

## Adrian, Loughborough

*Adrian is one of our tenants in Loughborough.*

He has been a train model enthusiast for many years after starting his collection in the 1980's with a family member. After moving into supported living, Adrian has been able to transform his spare room into his hobby room, drastically enlarging his collection and allowing him to immerse himself in his much-loved hobby.

What a fantastic hobby and amazing collection!



## Grimsby

*At one of our schemes in Grimsby, the tenants have dedicated their time and passion for gardening and produced a beautiful, raised bedding area which is multisensory with different scents, colours and shaped plants.*

This is surrounded by all manner of animal ornaments which provides the tenants with a lovely place to sit, relax and enjoy the birds and insects that visit.

Over the Bank Holiday weekend, the tenants were able to enjoy this beautiful space with visiting family members for a BBQ.

## Woodlands, Bo'ness

*The residents, staff and family members at Woodlands have been working hard over the last few weeks creating decorations to participate in the local Childs Fair.*

This year they decided on a Willy Wonka theme. As part of the Fair, the local community walk or drive around Bo'ness to see everyone's creations and a few people even made use of the Oompa Loompa picture cut out. The residents had a great time making the decorations and very much enjoy being part of the local community.





## HOMELIFE

***Inclusion Group has a dedicated Homelife fund available to support and encourage our tenants to learn new skills, improve confidence and self-esteem, engage with their community, and undertake wellbeing activities.***

If you are a tenant with goals and ambitions that you want to fulfil please speak to your local Managing Agent about how the Homelife fund could help.

The last year has again been a tremendous success. See below for just a few examples of what we have provided in the last 12 months:

### Dicky, Sunderland

***Dicky has a passion for many things, fishing being one of them.***

On a visit by our Managing Agent, Ash Dyche, Dicky mentioned he was thinking about getting a fishing licence. Ash mentioned to him this could be something he could provide through our **Homelife fund**. Following the support from Inclusion, Dicky was able to get a fishing licence and now goes every Sunday to different locations around Sunderland.



### Lifeways ‘Best Small Garden’ winner

***Our care partner Lifeways recently carried out a “Best Small Garden” competition across all their properties – the tenants at one of our properties in Cambridgeshire were very proud to discover they had won!***

Using funds provided through Inclusion’s Homelife Fund, our tenants and staff worked together to create a beautiful green space that we’re sure you’ll agree is a worthy winner!

One of the tenants told us that they really enjoy working on the gardening as they like to water the flowers and vegetables, and that “it is very colourful now when I sit outside with my puzzle book”. As well as adding a nice aesthetic to the property, they have also been enjoying using the vegetables for their Sunday roast!

Congratulations from Inclusion to everybody involved!





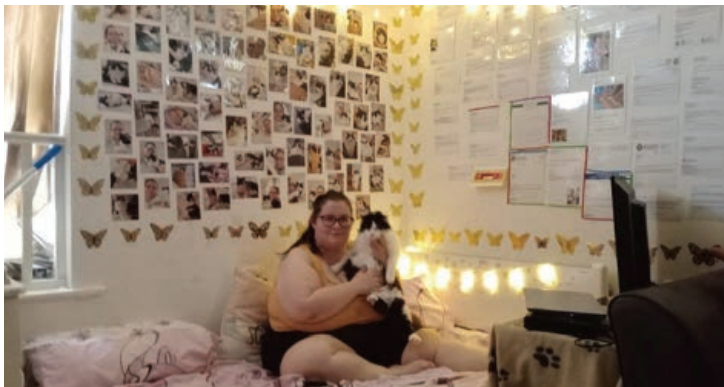
## Kent

*At one of our Kent schemes, the tenants have been busy making their own bug hotel in the garden.*

As the tenants enjoy going for walks, they were tasked with finding sticks, pots, wood and any other materials that they thought the animals would like in the hotel. It is hoped all the foraging will encourage animals such as mice, hedgehogs, insects and many others to visit.

The bug hotel is now complete, and the tenants told us they had great fun working together, learning new skills and building on their friendships. They are now planning the design for their next hotel.

We are looking forward to finding out from the tenants about their guests!



## Emma, Bradford

*Emma has been a tenant since 2020 and she has created a self-sooth corner in her living room to relax in.*

This is also where she makes loom bands. Emma has distributed hundreds of loom bands, some of which we have provided through **Homelife**. She has sent these to many people and organisations and a full wall in her self-sooth corner is dedicated to letters of reply thanking Emma for her kind gift. Here's Emma and her cat, Mia, in her self-sooth corner.

Emma has also now started a competition with her support staff to see who can make the best loom band. We look forward to seeing the results!

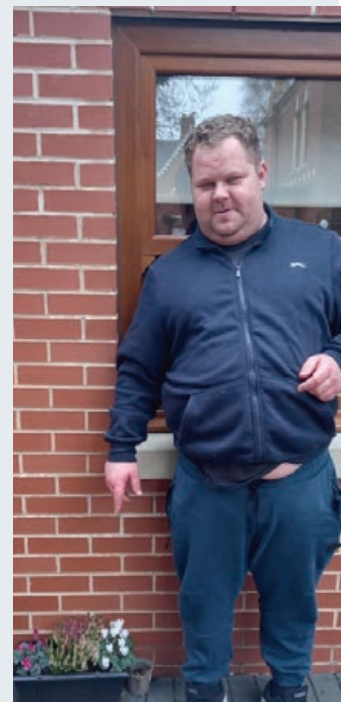


## Kyle, North East Lincolnshire

*At one of our schemes in North East Lincolnshire Kyle has been very busy creating lovely flower planters with his support worker.*

These have been placed around the communal gardens for tenants, staff and visitors to enjoy.

Kyle has plans to add more to the garden this summer. Our Managing Agent, Sophie, tells us that she is looking forward to seeing more additions when visiting. Well done Kyle!





## Robert and John, Milton Keynes

*Managing Agent Jemma took two of our tenants from Milton Keynes shopping to the garden centre to purchase some plants with the help of Inclusion's Homelife fund.*

Jemma tells us "As we headed to the plant section, I asked Robert and John what sort of plants they wanted. Robert said that he would like lots of colour so we found a good selection of colourful plants. I asked John if there was anything that he liked and he said yes, he would like yellow as it is bright, so he picked some yellow plants and a nice big red one. They both said that they will have the garden looking blooming lovely for my next visit"

We are looking forward to seeing photos of the garden soon.

## Northampton

***At one of our schemes in Northampton, the Homelife fund has been used to purchase some planters which has helped our tenants to start growing their own vegetables.***

Staff at the scheme told us "Inclusion helped us get a **Homelife grant** for some money to fund two large planters so that our wheelchair users could wheel their chairs under the legs and plant some vegetables to use for their cooking. The staff helped to build the planters and the tenants love going outside every day to check on the plants/vegetables and to water them. The grant has been put to good use and has been benefited from daily."

Thank you to the tenants and staff for sharing this wonderful project with us!



**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.**



## NEW DEVELOPMENTS

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



### Byerley Road, Shildon

Inclusion Housing acquired this new scheme in Shildon, County Durham just before Christmas; a turnkey delivery by Oak Tree Living it provides 4 large two-bed apartments within a converted public house and 4 one-bed new build apartments.

All apartments are let with our tenants settling into their new homes supported by Deaconstar, the development was delivered in collaboration with Durham County Council.

### Station Road, Sandwell

Check out our new scheme in Oldbury, Sandwell which provides 9 new build self-contained apartments.

The scheme boasts spacious apartment interiors, expansive gardens for tenants and a homely environment. This property has been delivered in partnership with Sincere Homes and Midway Care Group.



### Owl View, Skelton

This interesting new scheme is Owl View located in Skelton in Cleveland. It used to be a health centre and is particularly spacious, both inside and out, for our new residents.

Internally, the building has been completely revitalised and offers modern self-contained accommodation for 10 individuals. There is also a modern and open communal area which consists of a lounge and kitchen, perfect for socialising.

This property has been delivered in partnership with Riversdale Homes, Henley Investment Management Ltd, Community Integrated Care and Redcar and Cleveland Council. Tenants are moving in over the next few weeks.





### Hitchin Road, Arlesey

This brand new scheme comprises 4 new build bungalows and provides shared accommodation for 8 individuals. It looks great!

The properties feature all the facilities our tenants need, including en-suite bathrooms and plenty of space for leisure time. On top of this, it boasts a variety of outdoor spaces decorated with freshly-laid greenery where tenants can enjoy the good weather.

This site has been delivered in partnership with Squirrel Wood Properties, New Directions and the local authority of Central Bedfordshire.



### Ivy Lodge, Bournemouth

Ivy Lodge boasts an impressive space both inside and out for 6 new residents. There is plenty of green space for tenants to explore and enjoy as well as spacious bedrooms and bathrooms plus three separate kitchen spaces so tenants will always have their own space for preparing meals.

This property has been delivered in partnership with Grosvenor Hill, Livability and the local authority of Bournemouth, Christchurch and Poole Council.



### Blackberry Mews, Winsford



Blackberry Mews is a refurbished property which accommodates 8 self-contained flats, it has been delivered in partnership with Touchstone Developments and Aspiration. Our tenants have settled in well and are enjoying the large garden and patio area this summer!

### Broad Street House, Coventry



At Broad Street House, 19 new build apartments were delivered by our development partner HB Villages in partnership with Radis Community Care and funding partner Civitas.

### Meadow Court, Leicester



Meadow Court is a homely 5 bedroom property which has a large garden space for tenants to enjoy. It has been delivered in partnership with Touchstone Development, Aspirations and the local authority of Leicestershire County Council.

### Leonard Avenue, Nottingham

Leonard Avenue is one of our newest schemes which came into management in June and has already been transformed into a wonderful home for our tenants.

Based in Nottingham, this property has 4 bedrooms with a spacious outdoor area and garden for residents to enjoy.

This scheme has been delivered in partnership with Isla Investment, Space Inclusive and the local authority, Nottingham City Council.



### Oswin Road, Newcastle-upon-Tyne

Oswin Road provides 16 apartments within two separate blocks. The scheme was developed in partnership with Mersten and provides superb accommodation for residents supported by CIC and referred from North Tyneside Council.



### Park Drive, Ellesmere Port



Check out our new property in Ellesmere Port which came into management towards the end of last year.

This shared property has been delivered with Warwick Investments and We Change Lives and was commissioned as a re-provision for 3 individuals. Our tenants are now settled into their new home which looks fantastic – well done to everyone involved!

### Shakespeare Road, Kettering

This is Shakespeare Road, a new scheme which provides self-contained accommodation for 6 individuals.

The property boasts a spacious interior, expansive green areas to enjoy as well as security for our residents and a homely environment. This scheme has been delivered in partnership with Grosvenor Hill and Accomplish.



### West Park Apartments, Wolverhampton



West Park Apartments are situated in the lovely area of Albert Road, Wolverhampton. It comprises two beautiful period houses developed into one scheme that came into completion in December 2023. It consists of 14 self-contained luxury flats, complete with high specification call buzzer system. This scheme is now fully tenanted.



### Roman Close, Telford

Roman Close is situated in the residential area of Ketley, Telford. The scheme completed in March 2024 and consists of 11 beautiful self-contained bungalows. The bungalows are finished to the highest specification, boasting solar panels and remote-control appliances. Some of the bungalows are specially adapted for wheelchair users.

The development is delivered in partnership with Acura Living and Telford & Wrekin Council.



### Maplewood apartments, Nottingham



Maplewood in Nottingham comprises 14 new build apartments delivered by developer Lannoy Group in partnership with Nottingham City Council and Fosse Healthcare.

### Eliot Gardens, Coventry

There are 16 new build apartments at Eliot Gardens in Coventry delivered with funding partner Civitas and care partner Midway Care Group.



### Quarry Walk, Dunstable



Quarry Walk opened earlier this year and consists of 2 buildings, a mix of shared and self-contained flats offering accommodation to 20 individuals. The property has been developed in partnership with Central Bedfordshire Council and Saludem Care.





## 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**

