



Feedback report

Quarter 1 2025/26



Executive Summary

Background

The revised Consumer Standards (introduced 1 April 2024) set out a clear expectation that customers should have a range of ways to get involved, with their voices shaping service design and delivery. The Consumer Standards are broken down into 4 areas as follows:

- **Safety and Quality Home standard**
- **Transparency, Influence and Accountability standard**
- **Neighbourhood and Communities standard**
- **Tenancy standard**

The Transparency, Influence and Accountability standard sets out that landlords must be open with tenants and treat them with fairness and respect, so that tenants can access services, raise complaints, influence decision making and hold their landlord to account. This report aims to provide assurance that the New Housing Plus Group is meeting these requirements by detailing how our customers have been able to directly influence and shape our services. This report is a key part of the assurance to SPaCE Committee that this standard is being met and exceeded. Some of the involvement methods include:

- Policy reviews
- Document reviews
- Service reviews
- Engagement at Youth Groups
- Engagement at Community Events
- ShireLiving Forum
- Trialling new technology
- Working with Care Plus Schemes
- Completing surveys
- Focus groups
- Working with customers of lived experience of our services
- Staff Customer Group

Equality, Diversity and Inclusion

Throughout all our engagement opportunities we endeavour to be inclusive to all, this includes offering multiple formats for engagement (in-person, online, phone, written) to address accessibility needs. We will also be flexible with times and locations.

To ensure our findings are representational of our customers we will gather equality and diversity information, this will provide assurance that our findings are representational.

Ways to get involved

On the 6th January 2025, The Wrekin Housing Group and Homes Plus Group merged to form The New Housing Plus Group. As this new organisation develops with customer at the very heart, the two legacy customer engagement teams have come together, this report details their work with customers.

Wrekin Voices

Wrekin Voices is our group of customers who are interested in getting involved, whether it's surveys or something more, they can get involved in a variety of ways that suits them. The group has grown to over 600 members.

They receive a fortnightly newsletter along with other customers who are interested in hearing what's going on with engagement, this currently goes to over 1,200 people.

Community events have also formed a key part of reaching a wider representation of customers.



Customer Involvement at HPG

We welcome feedback from our HPG customers in ways that are most constructive and effective for them.

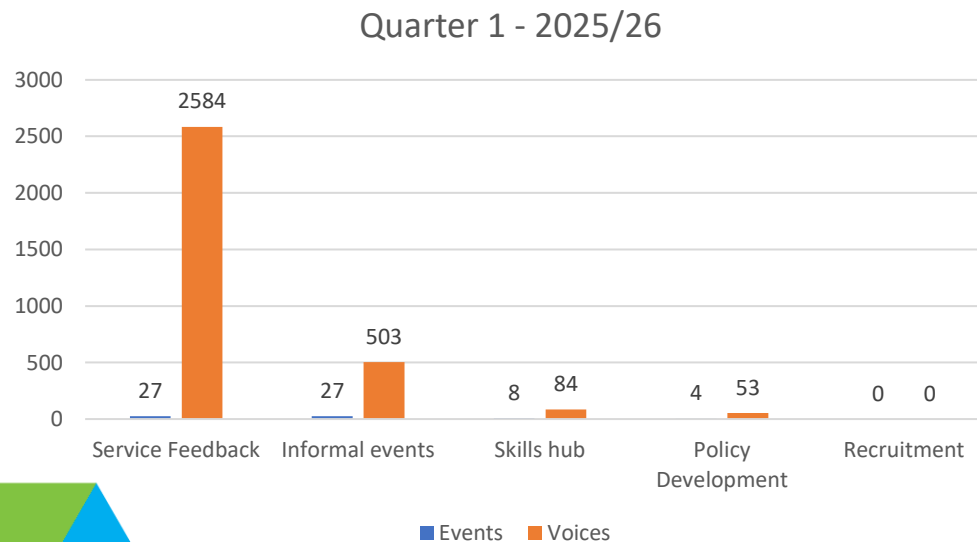
- Customer Partnership Panel (CPP) work collaboratively across the group to discuss, review, test and investigate various topics, documents and customer platforms.
- Virtual Customer Panel (VCP) provide feedback on a wide range of topics via surveys sent directly to them via email.
- Working with Customers with Lived Experience allows us to gain deeper insights and identify opportunities for improvement.



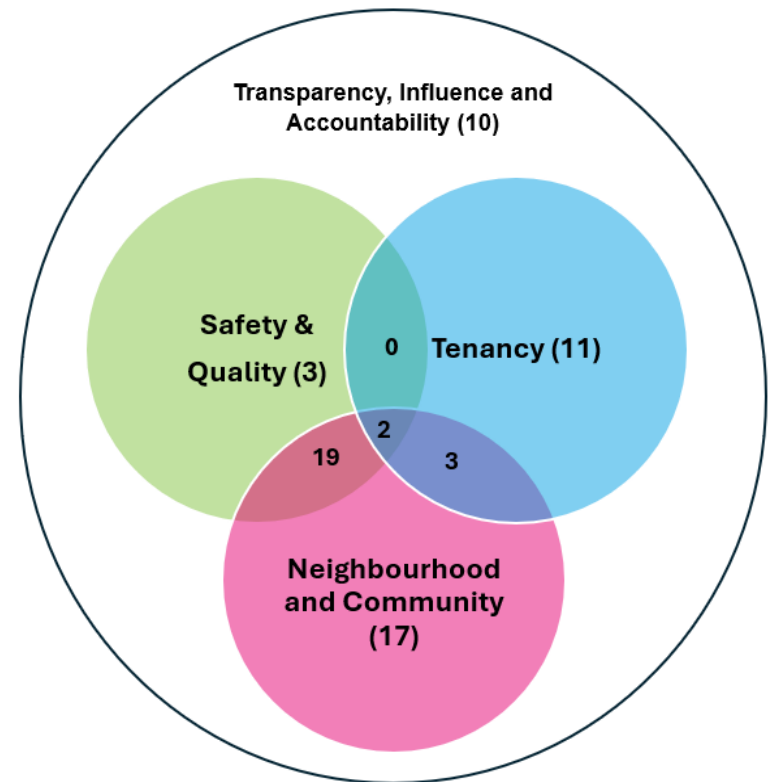
Summary – Involvement in Quarter 1

66 opportunities to get involved, with **3224** voices heard, including:

- Two large engagement opportunities:
 - Stigma/stereotype consultation (712 heard in Q1 to add to 1185 in Q3)
 - Development strategy consultation (1308)
- Formal meetings and informal drop-ins
- Online and in-person to suit customer preference
- Events held in the local community
- Variety of Skills Hub activities



How the Involvement Opportunities fit the Consumer Standards



Stigma/stereotype in Social Housing

Background

Many tenants of social housing landlords like Housing Plus Group have previously identified that they feel “stigmatised” or be seen as a 'stereotype' just because they are tenants of social housing landlords. Social housing stigma includes:

- Drawing conclusions about someone based on their home,
- Negative assumptions about tenants' circumstances, behaviours, or abilities
- Undervaluing tenants' ability to contribute to decisions affecting their lives
- Treating social housing neighbourhoods as inferior
- Showing a lack of respect, empathy, or trust towards tenants

By exploring how this makes people feel as a Housing Plus Group tenant we can improve our services and help create more respectful and supportive communities. This is a central part of ensuring that the regulatory requirements set out within the **Transparency, Influence and Accountability standard** and **Neighbourhood and Communities standard** are met.

Methodology

- An all-tenant survey was sent to customers in December/January 2024/25 and May/June 2025 exploring various aspects of stigma and stereotype from our services. This had 1897 responses.
- Themes of dissatisfaction and feedback from complaints and comments via the Tenant Satisfaction survey(TSM) were looked at. Including learning outcomes and closure reasons.
- 18 customers attended a workshop exploring themes of stigma and stereotyping in July 25 and was hosted by an external expert Kai Jackson.
- Feedback was collected from community and tenant events.

Findings

- 56% of respondents reported feeling stigmatised/stereotyped at some point for living in social housing. When asked 33% felt the media for example; tv and social media is a top contributor to making people feel stigmatised .
- Experience of Housing Plus Group services is largely positive with customers being over 76% satisfied or very satisfied. 66% of customers agree that they trust Housing Plus group.

Outcomes

6 recommendations have been made that encompasses training and raising awareness of stigma/stereotyping with employees. Joining the Stop Social Housing Stigma national campaign and working with our Procurement and Development teams to ensure customer involvement and shared learning are amongst those recommendations.



Development strategy engagement

Background

At Housing Plus Group we have a development strategy which outlines our objectives and targets of building 1000 properties a year for the next 5 years. This strategy is reviewed every 5 years to ensure that it reflects the current direction of the organisation and what our customers require. To find this out we have been engaging with our customers to help design and shape the strategy in line with our vision to **“create places people are proud to call home”**. This links in with the **Transparency, Influence and Accountability standard** and **Neighbourhood and Communities standard**.

Methodology

- A two phased survey was sent to our customers which saw over 1600 responses
- Two online focus groups were held, this involved 16 customers
- Attended 6 community events gathering another 48 opinions on the strategy
- We also spoke with customers who had recently moved into a new development scheme, 17 customers took part in this.

Findings

- The key findings showed our customers felt the three types of homes that should be built are Social Housing (74.3%), Affordable Housing (58.4%) and properties for over 65/care services (44.8%).
- The most important build types were Houses (43.6%) and Bungalows (40.4%).
- When looking at what is most important to the home cost of rent (78%) was most important followed by local amenities (58.4%)
- The word cloud to the right shows the comments provided from the community events, but this was matched with the comments within the survey, with parking, gardens, location, access to amenities/transport and affordability the main themes.

Outcomes

The findings of this engagement will be presented to the SPACE committee in July, following this approval the information will directly design and shape the new development strategy. Customers also requested continued involvement within this strategy, which the Development team happily agreed and will facilitate going forward.

Energy Efficiency

Tenancy Security

Feeling Safe

Storage

Affordable

Privacy

Type of property

Bungalows

Care and support

Communal Areas

Size

Homes for the elderly

Gardens

Parking

Green space

Adaptions

Mixture of homes

Easy Maintenance

Location

Good Quality

Layout

Brown field sites

Access to Amenities



Shropshire Youth Association Garden Case Study



As part of our Engagement work with young people in Shropshire, HPG have helped the Shropshire Youth Association (SYA) in Monkmoor, Shrewsbury turn a barren wasteland into a beautiful sensory garden. With help from the HPG Community Fund, Property Plus, the Grounds Maintenance team, Steve Ujma and two apprentices the area has been totally transformed and is something the young people can feel proud of. The children have planted herbs and added art pieces. The garden ensures that there is a quiet space for young people to have time out.

In return, members of the SYA Youth Forum conducted research with their local youth groups across Shropshire to help with our “Where I Live” project. This was to find out what young people like and don’t like about the areas where they live. We were invited along to the official garden opening and were presented with the findings from the project. The results have been passed over to our Neighbourhoods teams.

Going forwards we have arranged for an HPG apprenticeships talk to take place at SYA. We also hope that staff from other teams will go along to the Young Parents group there and assist with housing and benefit queries.



Policy development Q1

Shaping policies is one way for our customers to feedback and directly influence services to them. This links into **Transparency, Influence and Accountability standard**. We also involve our customers within Equality Impact Assessments (EIA's) to consider the needs of different groups of people and no group of people are unfavourably affected.

The Tenant Satisfaction Measures '**Satisfaction that the landlord listens to tenant views and acts upon them**' and '**Agreement that the landlord treats tenants fairly and with respect**' will reflect how we are performing.

Policy area	Details	Outcomes
Anti-Social Behaviour Policy	Last quarter we engaged on the Hate Crime policy, the ASB policy and the Good Neighbour Management policy directly link to this. We shared the ASB policy online and 23 customers fed back via a short survey. 96% fed back to say the policy made sense, but 26% did feel some parts needed to be made clearer. 1 person felt the policy was not inclusive, with a comment of 'not everyone gets their hands slapped'. All comments provided and passed to the relevant team.	The feedback was positive and the areas that needed clarification have been amended giving us assurance that the policy is clear for customers. This review gives assurance relating to the Transparency, Influence and Accountability standard .
Good Neighbour Management Policy	We also shared the Good Neighbour Management Policy online and 20 customers fed back via survey. 85% fed back to say the policy made sense, but 25% did feel some parts needed to be made clearer. 2 people felt the policy was not inclusive, but no comments were provided.	This feedback was passed to the policy author who clarified some of the points raised. This review gives assurance relating to the Transparency, Influence and Accountability standard .
EIA for Hate Crime, Anti-Social Behaviour, Good Neighbour Management Policies	Customers from across HPG were invited to join the Equality Impact Assessment meeting, with 6 attending. The customers who joined the meeting made positive contributions and the discussions held were extremely valuable - their input will help to shape the three policy reviews.	Following their input, an action from the meeting is to provide further consideration to how customers who do not have access to the internet are made aware when HPG Policies are approved. This review give assurance relating to the Transparency, Influence and Accountability standard .
Review of Interim Repairs Policy	The Housing Ombudsman recommended that elements of the Homes Plus group repairs policy was reviewed, we did this with customers and 7 members of the CPP joined a focus group.	6 direct changes were made as a result of this customer input. This relates to the Transparency, Influence and Accountability standard and Safety and Quality Home standard .

Service Development

We aim to offer a wide range of meaningful opportunities for our customers to shape and improve our strategies and services. This links into the **Transparency, Influence and Accountability standard**.

The Tenant Satisfaction Measures '**Satisfaction that the landlord listens to tenant views and acts upon them**', '**Agreement that the landlord treats tenants fairly and with respect**' and '**being kept informed about the things that matter to you**' will reflect how we are performing.



Engagement activities	Details	Outcomes
Review of the Aids and Adaptations services	A hybrid meeting of customer in person were joined by a selection of customers and employees online to discuss lived experience of the Aids and Adaptation services. 10 customers in total.	This was the start of the project and customers will be involved throughout. It gave customers the opportunity to discuss what went well and things that could have gone better. Further engagement will be involved in this review along with engaging with a wider selection of customers. This project links into the Safety and Quality Home standard and Transparency, Influence and Accountability standard .
Damp and Mould Project - HPG	Following the work undertaken in Q4 the Damp and Mould survey for customers with lived experience was extended. This saw 21 responses	Given our customers an understanding of the impact that damp and mould has on each area of the business and allowed them to piece together the customer journey in relation to damp and mould. This will feed into a bigger piece of work relating to damp and mould that will be considered by this Committee as part of the Engagement Plan. This project links into the Safety and Quality Home standard and Transparency, Influence and Accountability standard .



Service Development

Engagement activities	Details	Outcomes
ShireLiving Residents meetings	Continuing the visits from quarter 4, 5 more ShireLiving schemes have been visited, speaking with 116 customers. The purpose is to speak with customers and discuss any concerns or worries. This was a result of comments following the merger.	Each scheme has its own action plan which will be communicated to all customers in the respective schemes. The impact will be seen in TSM performance. This links to the Neighbourhood and Communities standard and the Tenancy standard .
Care Plus Schemes - HPG	Like above the Care Plus schemes have been visited. We ask them questions about their experiences and how it could be improved from a landlord perspective. 7 schemes were visited in Q1 with over 70 customers engaging.	Following all visits recommendations will be put together and used as part of service development. This is the Neighbourhood and Communities standard and the Tenancy standard .
ShireLiving Voices meeting and follow-up Hazelwood visit	In April 17 ShireLiving forum members attended the meeting to discuss recent feedback from scheme visits and common themes, plus discuss the future of the group. In June, a tour of the new Hazelwood building and apartments/facilities was offered to the ShireLiving forum members, 21 took the opportunity. A meeting in the lounge with the Head of Care Operations and Reginal Catering Manager followed where anyone could ask questions.	ShireLiving forum members are able to work together and feedback information to the wider scheme they represent, this helps with identifying issues and communicating outcomes. These members were then able to see the new Hazelwood scheme and provide their feedback. This links to the Neighbourhood and Communities standard and the Tenancy standard .

Service Development

Engagement activities	Details	Outcomes
Healthwatch survey for social housing residents on smoking and diabetes	Working with our partners at Healthwatch we put out two surveys, one on smoking and the other diabetes targeted to social housing tenants.	Although we were unable to see specific results for our customers over 20 responded to the surveys. We had offered the opportunity to our customers for two focus groups, however we did not have enough respondents to run these effectively. This links into the Tenancy standard .
Involved residents update meeting (Wrekin)	A specific meeting to engage and update involved residents on the merger progress, feedback on the organisations vision and values and discuss views on new builds and respect.	The meeting updated involved residents who take part in many activities. It gave them the opportunity to ask any questions and feedback any thoughts. This links to the Transparency, Influence and Accountability standard .
Retirement Living digital switch	32 customers attended a meeting to discuss the impact of the changes to digital in Retirement Living. The meeting involved table exercises about the benefits of the new technology to be used on schemes.	Communicated important information to customers and provided a forum to answer any question or address any concerns. This links to the Neighbourhood and Communities standard , Safety and Quality Home standard and the Transparency, Influence and Accountability standard .
Building safety engagement	Regular engagement on building safety is essential as well as understanding the needs of our customers within these buildings, so we hosted a drop-in session at Reynolds House. 8 customers attend to talk about building safety, ASB and housing issues.	This work helped to shape and evolve our approach to building safety. The consultation also fed into the development strategy work this links into the Safety and Quality Home standard and Neighbourhood and Communities standard .

Informal events

The **Neighbourhood and Communities standard** outlines that landlords must engage with their customers about the communities they live in. At HPG we are regularly out and about in our communities.

The Tenant Satisfaction Measures '**Satisfaction that the landlord keeps communal areas clean and well maintained**', '**Satisfaction that the landlord makes a positive contribution to your neighbourhood?**' and '**Satisfaction with the landlord's approach to handling anti-social behaviour?**' will reflect how we are performing.

Engagement activities	Details	Outcomes
Drop-ins within our local communities – Parklane centre, Turruff Hall, The Navy club and Interfaith centre all within Telford. Also, within the local hub in Oswestry.	Being out in our communities enables customers to speak directly with employees. In this quarter we had 9 events with 119 customer taking the opportunity to attend.	These drop-ins enable any issues to be raised; the majority are about tenancy issues and ASB. These individual queries have been resolved and the chance taken to promote involvement chances too. The impact will be seen through the neighbourhood and ASB TSM's. This links to the Neighbourhood and Communities standard .
Ward walks/walkabouts – Shrewsbury, Dawley and Madeley, Telford	18 customers took the opportunity to speak with employees out and about in our local communities. The Customer Voice team and Housing teams were joined with stakeholders from Parish Councillors, SNT Police, Safer Neighbourhood team from Telford & Wrekin Council. T	Concerns regarding parking and ASB were raised, and issues identified were taken away by Telford & Wrekin Council for action. The joint working with the collective agencies worked particularly well and will continue in the future – this is the Neighbourhood and Communities standard .
Engagement Pop-ups – Cheadle and Rugeley, Staffordshire	Our customers had fed back that they would like to see us out and about in their community, so we arranged two pop up events in Staffordshire. These events were attended by 27 customers who appreciated our visit.	Customers shared their feeling about the area and the team were able to pass on advice, another example of Neighbourhood and Communities standard .
MP coffee morning, Shaun Davies, Telford	Shaun Davies MP hosted a drop-in session with key stakeholders. These events bring customers and stakeholders together. 20 members of the public attended with questions put to us about the merger.	At this event we were visible and available should anyone have a question, another example of Neighbourhood and Communities standard .

Informal events

Engagement activities	Details	Outcomes
Telford Unity & Wellness Cup over 35 5aside football event	A 5-a-side tournament organised by Telford and Wrekin Council with players from a range of local stakeholders. Over 200 members of the public attended this fantastic community event. We entered a team called Wrekin Wanderers FC and we had a stand with face painting and information.	This event was really successful in the heart of one of our communities. There was networking and partnership building the opportunity as well for customers to ask any questions and gain advice. This links to the Neighbourhood and Communities standard .
Police open day - Malinsgate Police Station, Telford	Telford Police headquarters is opened to the public once a year, here we were invited to host a stand where we engaged on key subjects such as 'Feeling safe in your home' and the 'Development strategy' Members of our Retirement Living and Watch alarm teams attended. Facepainting and activities were offered whilst conversations took place. This event attracts hundreds of people, but we engaged with over 80 customers. .	A well-attended community event where we were able to network and build partnerships. Customers were able to ask questions and gather information as well as engaging on two of our projects. Linking to the Neighbourhood and Communities standard .
Armed Forces Day, Donnington, Telford	Community event in support of Armed Forces with colleagues attending from Customer Voice and Value, Money Matters and Area Housing Teams. Opportunity for customers to chat to staff about housing need and support. We offered children's activities. This event attracts over 1000 people but we engaged with 80.	Like the events above this well attended event enabled customers to come and engage with our employees, we also consulted on a range of different areas. Another great example of the Neighbourhood and Communities standard .
Youth social event - Shrewsbury Quarry	Organised by Shropshire Council this event enabled our employees to talk to various partners i.e Shrewsbury Youth, Drug and Alcohol exploitation to find out what they do and see how we could work together. The event was well attended.	We were present on the day to talk and engage with key partners about working together. Neighbourhood and Communities standard .
CPP member interviewed	CPP member, Annie Mellor was filmed by the marketing team about her positive repairs story. This is part of the work to promote the TSMs.	Positive feedback gathered from Annie which will be shared with the wider customer group. This links to the Transparency, Influence and Accountability standard .

Summary of Transactional Surveys

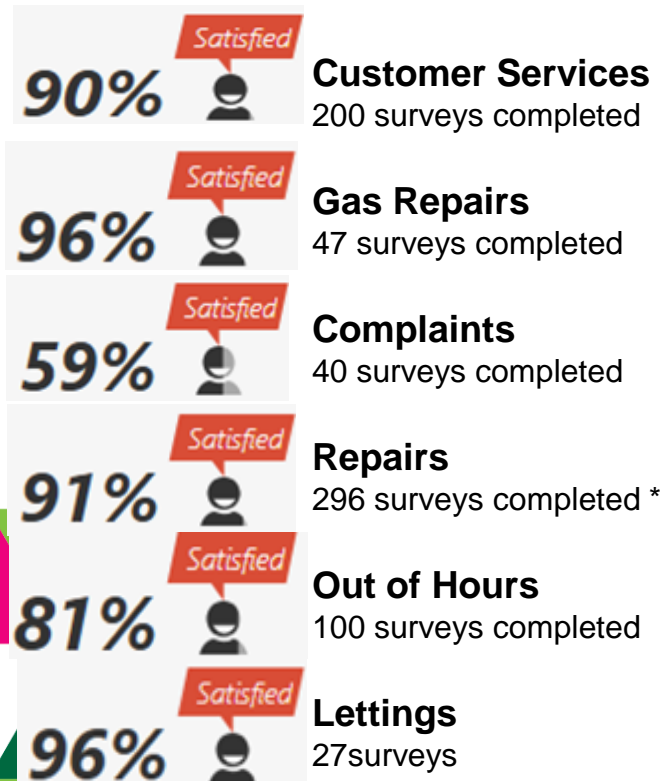


As well as the Tenant Satisfaction Measures (TSM's) both legacy organisations conduct a range of surveys after a customer has interacted with the organisation, this could be following a repair or if you have requested a service from our Housing teams for example. This shows how we are performing but also enables us to continually improve and identify what's most important to our customers. This links into the **Transparency, Influence and Accountability standard** and the **Safety and Quality Home standard**. Surveys were the main way customers wanted to get involved (merger feedback) and this will be built into our Customer Engagement Strategy further (due for development by Quarter 3).

2166 surveys were completed overall – 710 for HPG and 1456 for Wrekin.

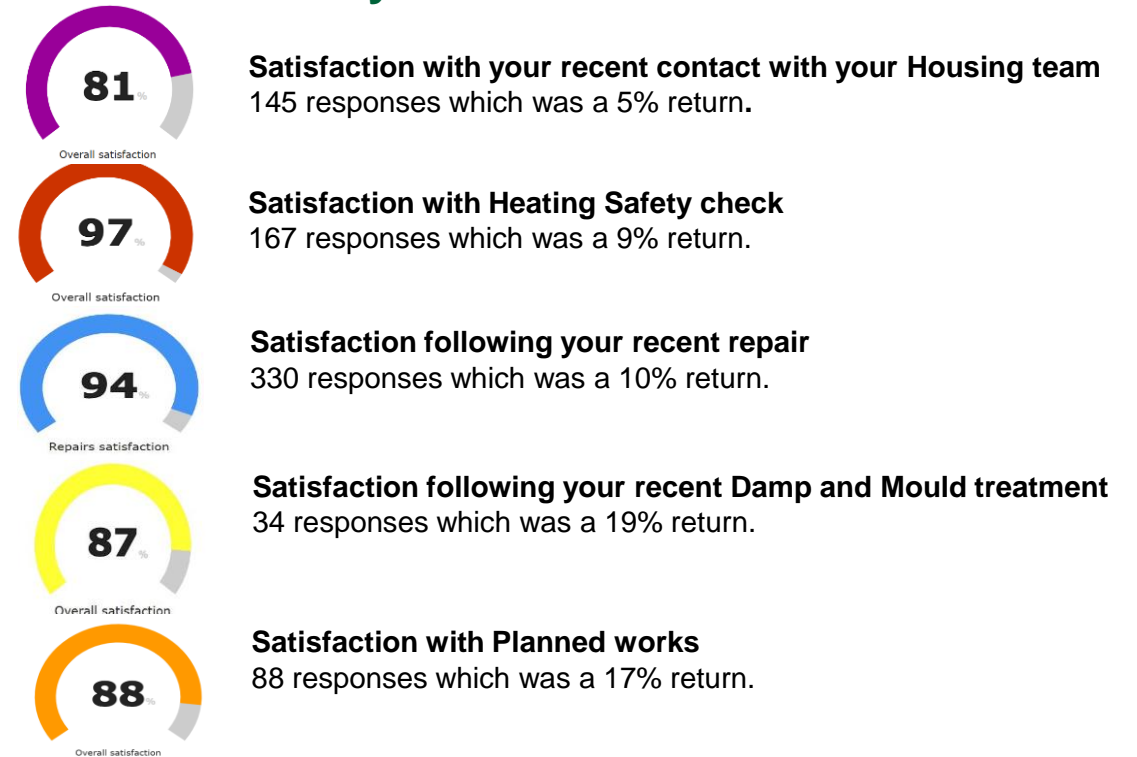
These are some key transactional survey findings for Quarter 1:

HPG – Summary of Overall Satisfaction



***Please note:** only SARH surveys have been completed for April and May, this will be corrected for the full Q1 figures

Wrekin – Summary of Overall Satisfaction



Please note: each survey is sent out following an interaction with Wrekin at the start of the month, except for repairs which is weekly.

Comments from Tenant Satisfaction Measures

Within our TSM responses, customers are able to provide their thoughts, feelings and feedback which is gathered as comments. This is a randomly chosen selection of comments and the outcomes.

Satisfied

- Any issues we have had with general maintenance they are addressed in a timely manner. They give good warning for any routine works like fire testing. They are good at the communication.
- Any time I need the repair it was done quickly, and they completed the repair.
- I am so happy in my home, and Wrekin is marvelous. All you have to do is call them, and they will see you about everything
- Very pleasant housing officer, fantastic field engineers they always go above and beyond to make getting things right. Very happy to have a home that feels like a real home.

Neither

Honestly, we have not really had any problems with them so to speak. It is fairly reasonable.

I'm not too sure how to answer this, I'm not 100% satisfied but I am somewhat satisfied.

Small area of grass needs cutting adjacent to our bungalow in Dukes Way St George's.needs to be put in planned maintenance schedule

Heating wall unit keeps turning on heating middle of the night for some reason would like some advice please and radiator some not all are not working well since replacement which in my view was not necessary, thanks

Outcome

This is a service request as nothing on the account to suggest it had been raised previously - escalated to grounds team look into and contact the tenant.

This is a service request as nothing on the account to suggest they have contacted us previously. Escalated to the CCC Seniors to look into and raise a new repair and update the tenant.

Dissatisfied

I find it difficult to make appointments. They are not very helpful.

I had an issue with my back door which I reported last July. I had to chase it up numerous times and ending up making a complaint before it was resolved.

I have reported 3 kitchen cupboards have bubbles on them coming away from cupboards have phoned about the problem 3 times maybe 1st time 18 months ago never hear anything back

Although the grass is being mowed fairly often the Shrubs within the Community Garden's are not being maintained, they are overgrown, I have recently purchased a hedge trimmer (costing me £139) to try and tidy the hedges up around my bungalow, I'm hoping I can handle it safety?

Outcome

Comment fed to the relevant team.

Issue resolved via the complaint.

Escalated to the MS to investigate and call the tenant back.

Escalated to grounds team to investigate and update the tenant.

Compliments

This evening, I had a great surprise following my conversation and assistance from your member of staff who answered my questions quickly, concisely and most importantly in a friendly and professional manner. In today's society it was a most pleasant experience for me especially at circa 20:00 in the evening.

Mr C

Just wanted to say thank you for looking after me. Thank you for my new lock and please thank the very kind and knowledgeable man who fitted it.

Mrs H.

I have had a lovely new kitchen which I am so happy with. Darren did an incredible job fitting the kitchen and was a pleasure to have in my home. He was efficient and so tidy with so little disruption to my home.

I am so so happy with the end result.

Mrs Y.

Just to say what a credit this Jason is to the maintenance team. He is knowledgeable and goes above and beyond to help and resolve problems. He has been here today to realign my windows and doors and fit new seals and has worked hard and showed me what he has done and explained well. He is a really nice man who takes pride in his work. Can you please thank him from me.

Mrs H.

After the 12 months defects inspection on extension. I wanted to say thank you and it is life changing. We got through covid and other issues, but the extension is allowing me to paint, access the community and be independent.

Mrs R.

On the 23/05/2025 Mr Smith and Mr Jones attended my home to make good/repair my neighbour's fence. May I thank these gentlemen for their extremely hard work, professionalism and outstanding workmanship. They were both very courteous and respectful to myself and my home.

The gentlemen also acted as a mediator between myself and neighbour on how best to resolve the fencing issues to prevent any further issues in the future and prevent any escalation of any current issues, even advising of a plan 'B' if the current option doesn't work, of which I am more than confident the gentlemen have resolved the issues. A fantastic outcome, I could not have asked for anymore.

However, they did deliver more, because I had left an expensive Omega watch outside on the patio, which has priceless sentiment to me. The gentlemen kindly pointed this out, evidencing how kind, honest and trustworthy they are.

The gentlemen have clearly delivered on the 3 new values of the organisation, something one reads about rather than seen in action.

Mrs P.

Skills Academy

Through the Skills Academy we are developing a suite of learning and development opportunities for customers. These may be face to face opportunities, online sessions or signposting to local training partners programmes. This links into the **Tenancy standard**, which details how landlords must provide services that support tenants to maintain their tenancy.

The Tenant Satisfaction Measures relating to overall satisfaction will be the areas this work is most likely to be visible.

Activity	Details	Outcomes
Employment, Money Advice (EMA) Team at HPG	<p>The EMA team work across the whole group to support our customers with advice on a variety of things including money, benefits and employment.</p> <p>Further details are included in the cost-of-Living update across both organisations.</p>	<ul style="list-style-type: none">• In Q1, 112 people were referred to our EMA team and they helped with 543 different cases• All this support links to the Tenancy standard.
First Aid training	<p>1 customer took up the opportunity to undertake the Emergency First Aid at Work training, this is accredited training alongside Wrekin employees.</p>	<p>This qualification lasts 3 years, which the customer can use in their personal lives and support any job applications. This links to the Tenancy standard.</p>
Barclay's Fraud Awareness Sessions.	<p>Awareness sessions for our customers on how to stay safe online. We offered events at: Hesba Close, Morton Court, Westbourne, The Ley and Vicarage Grove, where 73 customer took part.</p>	<p>Customers provided positive feedback and found the session helpful and reassuring. This work links to the following standards Neighbourhood and Communities standard and Tenancy standard.</p>
Learn Telford drop-in, Wellington hub	<p>Two drop-in sessions held in the quarter where customers can call in and get computer advice and support. We also have the Housing team to answer any housing related questions. 10 customers attended across the two sessions.</p>	<p>5 customers signed up for free IT courses, 1 fwas referred for employability support and another referred to Money Matters. This links to the Tenancy standard.</p>

Skills Academy case studies

EMA Success Story

Mrs J came into the hub with severe anxiety and suffering with bipolar. It took incredible strength for her to walk through the door, but she desperately needed help with her benefits. Mrs J had a deadline for moving from her legacy benefit onto Universal Credit and she really struggles with her IT skills and has no Wi-Fi, so needed to do a telephone application for Universal Credit.

Edge Abboh (Employment and Money Advice Officer) spent an hour reassuring Mrs J that he could help her migrate onto Universal Credit. He booked a follow up session with her at the hub, explained exactly what she needed to bring and how he could support her.

Edge was not sure whether she would come back for her second appointment bearing in mind her anxiety and low mood, but she did and she has subsequently returned on several occasions. Despite it being a complex transition onto Universal Credit she is now in receipt of her benefit and knows exactly what she needs to do to continue receipt.

Mrs J has avoided the high risk of her benefit being stopped and falling into rent arrears. From having a fear of entering the hub she now comes in regularly for a drink and a biscuit and engages with other customers using the hub.



Skills Academy case studies

Social Value Device Scheme

Mr K contacted the Money Matters Team after receiving his managed migration notice to move over to Universal Credit. He was extremely anxious and worried about the whole Universal Credit process having been on legacy benefits for many years.

Whilst supporting with the claim Sue Palin (Welfare Benefits and Money Matters Advisor) identified that Mr K has no problem using the internet but doesn't have an existing connection and can't afford one, his phone was also very old, and its functions were limited.

Currently only accessing the internet at his local library on a Saturday, Sue explained this would not be sufficient to successfully manage his benefits and runs the risk of the claim being closed down before it is up and running.

Sue explained the Social Value Device Scheme and that we would be able to gift him a smart phone with a sim card with loaded data and he could then make the claim when at home and would be able to access his journal at any time.

When handed a smartphone and data, Mr K was really pleased and dubious at the same time, in disbelief that we would give him a phone & let him keep it.

Sue Palin, Welfare Benefits Advisor said, "The Device Scheme is a lifeline for our customers and in Mr K's case we have been able to give him what he needs not only to make his Universal Credit claim, but to manage it moving forwards".

Get connected

Don't miss out on being online.

If you don't have a device to access the internet, a wifi connection or data, we can help.

Whether it's support, data or a device you need, let your Housing Executive know - call 01952 217000.

