



THE 12TH NATIONAL  
**TENANT  
VOICE** CONFERENCE

**DAY 2**

---

Thursday 26th January 2023



live • grow • thrive • together

# Customer Involvement & Cost-of-Living Crisis

Northern Housing Consortium  
Susan Wilkinson & Jason Marland



# Working with customers

- Board consisting of 12 members, including 2 co-optees
- Customer Committee of 11 members, including 1 co-opted
- Complaints Oversight Group
- Apartment Living Forum - high-rise customers
- Procurement Panel
- Community Connectors
- Scrutiny Pool
- All Salix customers – except for Board

# Customer Committee

- Consists of 100% customers
- Chair is co-opted to Board
- 1 Board member co-opted to SHCC
- Ensures Golden Thread of communication through the organisation
- Approve decisions affecting customers
- Provide assurance to Board

# Decisions made by Customer Committee (SHCC)

- Increased Customer Support Fund
- Changed criteria to include working customers
- Funds over £500 considered
- Customer Committee helps shape Social Impact Report
- Customer Committee consulted on and helped shape new website designs
- Created new Customer Charter
- Commission scrutiny work
- Approved changes to scrutiny process (light touch or in depth)
- SHCC members Chair subgroups
- Approved Tenancy Sustainment Policy & Procedure
- Approved Asset Management Strategy changes

# Scrutiny – Task & Finish

- Scrutiny is completed on a task and finish basis
- Over 100 customers registered for scrutiny projects
- Write to all customers with the scope to ascertain interest
- Complete a selection process based on demographics and diversity
- Select between 4-6 customers to participate
- Each paid £250 per scrutiny piece



# Scrutiny over last 2 years

- Covid-19 Approach
- Customer Engagement Framework
- Salix Homes' approach to communicating with customers during the responsive repairs process
- Salix Homes' approach to supporting customers during an Anti-Social Behaviour Case
- Salix Homes' approach to managing empty properties

# Community Connectors (CC)

- Have around 38 Community Connectors
- Hold monthly meetings
- Created leaflets for CC to recruit neighbours
- Are the voice of their neighbourhood
- Identify most important issues
- Are the eyes and ears on their estate
- Help shape our services
- Support us to target our resources
- Concerns resolved efficiently
- Quarterly newsletter
- Influence development of policies
- Access to community funding pots
- Meet other connectors monthly
- Builds skills & knowledge
- Try new things, meet new people, discover new opportunities



# Cost of Living - How does it affect us?



- Transport and Commuting
- Heating bills
- Groceries
- Childcare and School Uniforms
- Hobbies and treats
- Holidays
- Festive Season
- Physical and Mental Health and wellbeing

# Outreach Surgeries

- Monthly at sheltered schemes
- Loaves & Fishes with Pendleton Together
- 2 Local schools
- Pendleton Gateway
- Community Connectors
- Life in Salford – Free 6 page pull out guide (SCC)

Sharing Resources  
A Solution To The  
Rising Cost of Living

WWW.CSVT.CO

This Photo by Unknown Author is licensed under CC BY-SA

# Free energy vouchers – Salix Customers Only

- £25,000 for Salix Homes customers from SV
- 377 vouchers issued
- £50 for single person or £100 for families
- No take up so sent a text
- Now used up
- Can apply but from our support fund – more stringent process



[This Photo](#) by Unknown Author is licensed under [CC BY-SA-NC](#)

# Phone data – Anyone:

- Good things Foundation
- Free sim cards, 20GB, free calls & texts
- Must be 18+
- Vodaphone, O2 or Three
- Support for 6 months, maximum of 12 months
- **Do have free data at all 4 Gateways from SCC**



# Customer Support Fund – Salix Homes only

The following **will be covered** by the fund:

- Rent arrears
- White goods
- Essential furniture
- One off clearance of property/garden
- Removal costs if needed to improve their financial situation/downsizing
- Specialist medical furniture

[enquiries@salixhomes.co.uk](mailto:enquiries@salixhomes.co.uk)

- Equipment needed to maintain garden/property condition
- Food
- Gas/electric

## **The fund will award up to:**

- £300 for help towards rent arrears
- £500 for other circumstances
- Requests for higher amounts will be considered in exceptional circumstances.

# Business Enterprise support – Salix customers only

- Support to set up business
- Start up training Feb 2023
- Access to Salix Homes Marketing and Finance teams
- Business start up costs up to £1,000
- To book a place contact Jackie Crook at [Jackie.crook@salixhomes.co.uk](mailto:Jackie.crook@salixhomes.co.uk) or on 07766550293



# Winter Welfare Packs – Salix customers

- The criteria for the bags are:
- Name / address / postcode
- 65+
- Have a disability / health concern
- Low income family with children under 5
- Other (information required)
- ✓ Size 6-11 pair of socks also size 4-7
- ✓ Fleece scarf
- ✓ Thermal gloves
- ✓ Thermal hat
- ✓ 120x150cm Fleece Blanket (neutral)
- ✓ Insulated Travel Mug 420ml (neutral)
- All clothing is black & one size unless specified – this may vary
- Packed in a reusable canvas bag

# Boost4Youth – Salix communities

Supports young people aged between 11 – 24

## One or more of the themes

- training
- education
- employment
- community issues
- improving the environment
- **The maximum grant available is £500.**
- [Boost4Youth fund | Salix Homes](#)





# Energise Centre – The Big Life Group – For anyone

## Monday

Healthy recipe bags £1.50 (From 10am)

Weigh & Walk

Gardening Group

Be Creative

## Tuesday

Women's group

Chair based exercise

- Friendship group - over 50's
- Warm hub drop in

## Wednesday

- Smoking Cessation drop in
- Wellbeing walk
- Holistic share

## Thursday

- Fibromyalgia support group
- Wellbeing walk



# Free Family Fun in Salford – for anyone

- In all 5 Gateway centres
- Mon – Thurs 5pm – 8pm
- Enjoy complimentary tea, coffee, juice and biscuits.
- No need to book, just turn up.
- Children must be accompanied by an adult.
- **Mondays - Movie night**
- **Tuesdays - Family games night**
- **Wednesday - Arts and crafts night**
- **Thursday - Family games night**
- <http://www.salford.gov.uk/free-activities>

# Thrifty Plates – Open to anyone

- Working with SCC, Pendleton Together and ForHousing
- 10 spaces – running for 4 months
- Free cookery classes for 4 weeks
- All ingredients included
- Helpful hints and tips for energy saving
- Free slow cooker in week 2
- Great easy recipes with alternative, affordable ingredients
- **To find out more and book, please call 0800 952 5000 (option 2)**
- [health.improvement@salford.gov.uk](mailto:health.improvement@salford.gov.uk)

## Sweet Potato Curry

- This easy non-spicy slow cooked curry recipe that can handle any meat. It looks like a long ingredient list but most of these are kitchen staples. You can add any vegetable too and just mash it all at the end.
- 1 large onion 19p
- 2 tsp curry power 5p
- 1 green pepper 30p
- 2 garlic clove 4
- 1 tbsp sunflower oil 1p
- 400g can chopped tomato 25p
- 300g of boiled sweet potato 25p
- 2 tbsp mango chutney 4
- rice 20p, naan bread 45p
- **Total: £1.78 that's 45p a head.**

# 5 Days of Xmas

- For people over 65
- Maybe lonely & isolated
- Supported by Salix Homes springboard
- Afternoon of food & entertainment
- Father Christmas with present for everyone
- Live singer
- Bingo



[This Photo](#) by Unknown Author is licensed under [CC BY-NC-ND](#)

# Device support from SCC

- Drop into any Gateway centre for a free sim card
- Can provide people with mobile phone
- Can provide people with an iPad
- Doing a BSL video on cost-of-living



# Green Doctors – free impartial advice for anyone:

- **Struggling to:**

- pay energy bills?
- manage fuel debt?
- Keep warm or choosing between eating and heating?
- 35,990 visits per year
- £350k+ given in emergency top ups
- £5m+ savings made annually
- 1,500+ workers trained
- <https://www.groundwork.org.uk/greendoc tor/>



# St James' Church – Anyone in Broughton

- Food pantry – 10 essential food items for £2.50
- Free community lunch club – hot meals and drinks
- Delivering meals to isolating customers
- It runs every Wednesday, Thursday and Friday between 11am and 1pm.
- St James, 1 Becket Avenue, Salford. M7 4RB





# Loaves & Fishes Salford – For anyone

## Open Monday – Friday 9am-3pm

- Hot meals, - Only available until 2pm
- Access to Salford Foodbank,
- Advice,
- Guidance and support appointments
- Access to the Homeless GP Service and Achieve Recovery.
- Surgeries weekly with partner agencies
- Housing (Private/council)
- Benefits advice
- Medical help/free GP
- Housing advice
- Drug & Alcohol support
- Access to phone
- Family Support
- Clothing, Food, Bedding
- **1 Paddington Close, SALFORD. M6 5PL or call 0161 737 8775.**
- [www.salfordloavesandfishes.org.uk](http://www.salfordloavesandfishes.org.uk)

## Lucie's Pantry

- Social supermarket
- Charity run by Emmaus
- Must be on low income
- Membership – weekly fee of £2.50 for £20 of shopping
- The pantry is open Monday to Friday from 9am – 3pm.

Contact: [07398 423 084](tel:07398423084)

[luciespantry.salford@emmaus.org.uk](mailto:luciespantry.salford@emmaus.org.uk)

[Emmaus – Lucies Pantry](#)

## Community grocery

- Range of fresh food from local supermarkets
- Bolton, Salford, Netherton, Wythenshawe Blackpool
- Must be a member
- Free support, such as job clubs, money management, healthy cooking classes and more
- Open Monday to Friday, 9:30am – 4:30pm
- <https://communitygrocery.org.uk/>

# Family Food Fayre - for anyone in Salford:

- Manchester City Mission - Nourish
- Salix Homes paid £5 membership fee for customers
- Receive around £15 worth of food for £2.50
- Recently won Springboard Heroes
- [www.citymission.org.uk/](http://www.citymission.org.uk/)





live • grow • thrive • together

# Any Questions?

Thank you for listening





**Jamie Martin – Head of Community Regeneration**

**Wendy Gooley – Chair of Magenta Communities Committee**



# Today's themes

- Our approach to involvement
- Our involvement of customers in social value
- Our approach to developing customer understanding of ESG
- Our approach with customers to develop their first ESG report
- Outcomes and impacts from partnership working

A photograph of a residential development with multiple brick houses, some with white garage doors and bay windows, set against a backdrop of greenery and a clear sky.

## Customer Involvement – Our Approach

---

- Company Members and the AGM
- Magenta Communities Committee
- Attracting the right people
- Devolving decisions
- Mutual Respect
- A ‘grown-up’ relationship
- Magenta Connect

## How did I get involved?

---

- Experience with another social landlord
- Wanted to get repairs done and be treated fairly
- Properties sold to Magenta living
- Wanting a say and applying to Board
- Asked to lead Magenta Communities Committee







# What works well?

---

- Our Committee works well, good people involved
- We have a majority of capable tenants
- Support from Board
- Support from staff
- It is not 'us and them' but '**Us**', **working together**
- A focus on services AND communities
- But it is always a work in progress

# Getting people involved

---

- Get services **right** especially repairs
- Be **honest**, show us the true picture
- Give us **real** decisions to make
- Provide **solutions** not excuses
- Make us part of the **team**, not part of the problem





# Getting it right

---

- Listen to tenants
- Work with tenants
- Do the basics right -
- Safe homes
- Warm Homes
- Well-repaired homes
- Nice places to live





## Our Social Purpose

- Stock Transfer Landlord
- Articles of Association
- Company Objects
- Social Values
- Priority Order

## Magenta Communities Creating Sustainable Neighbourhoods – Headline figures

Sustainable neighbourhoods are a key part of what we are aiming to achieve this. Using wellbeing valuation to measure the social value of Magenta Living's work in neighbourhoods, during 2020/21 we created a social value of **£13,931,127**

### The Social Value within A Good Neighbourhood



# Measuring Social Value

- Social Value Statement
- HACT Wellbeing Valuation
- Case Studies
- Logic Maps

# Our Community Priorities

---

- Employment, Skills and Enterprise
- Community Support
- Community Facilities
- Health and Wellbeing
- Neighbourhoods

**Magenta  
Communities**

Social Value  
Statement

2021/2022

# ESG Reporting

---

- What is ESG?
- Environmental
- Social
- Governance
- Modern Ethical Investors
- A Preferential Borrowing Rate



**ESG Summary  
Report**

2021/2022





# Strategic Community Investment

---

- Carr Bridge Centre
- Make Hamilton
- Open Door Charity
- The Hive Youthzone
- Arts Emergency
- HYPE Urban Bikes
- Tomorrow's Women Wirral
- Happy Times Activities



# Thanks for Listening

---

- Any Questions?

