



# We're Listening

Customer-led conversations –  
customers living in sheltered homes

## Who did we talk to?

In March 2024, several customers from resident groups at our sheltered homes asked to talk with us. In April 2024 we invited representatives from each inspired living/sheltered homes area to come together at two focus groups, and 17 representatives from 11 of our 12 inspired living/sheltered accommodation communities joined us.

## What did you tell us?

We held an open conversation to find out what customers liked about where they lived and where they thought we could improve homes and services.

The conversations in each focus group were broadly similar and the main themes are detailed below.

## What were we doing well?

Customers in our inspired living/sheltered homes said that they liked living there because:

- it's quiet
- it feels safe
- there's a good community / neighbours
- the open spaces are pleasant
- there's good transport and local amenities (with the exception of customers in Knowsley Village).

## Where could we improve?

### *Community halls*

Customers said:

- they would like to see more activities and more variety in the community halls (particularly those that would appeal to men)
- they wanted more information about what was happening at the community halls, including those on other sites
- they would like to see opportunities provided for those that don't live near community halls
- they would like more support with digital inclusion (both wifi access and training).

### *Support and communication*

- they would like more contact from their housing advisors
- they were not always aware of who their housing advisor was
- they were having some problems with their lifeline facilities.

### *Understanding service charges*

- they didn't fully understand their service charges.



## What are we doing?

We've used the information from the focus groups to plan some improvements.

We're:

- introducing a new role focusing on developing customer activities and involvement in our community halls
- planning our Livv in Your Community Grant Scheme to support voluntary organisations to run activities in our areas
- extending opportunities for digital access and training
- increasing the number of housing advisors to enable them to be proactive in the areas they work and improve customer service
- reducing the size of our geographies (the number of homes that each housing advisor looks after)
- increasing visibility in our communities, including placing housing advisors in community halls on a regular basis
- making changes and improvements to the lifeline system
- working on improving communication about service charges.

## Thank you

We'd like to thank all the customers who took the time to talk with us.

Your voice matters!