



We're Listening

Inspired Living

Who did we talk to?

To make sure we're meeting the needs of our Inspired Living* customers, we've committed to sending two surveys out each year. After each survey, we hold an Inspired Living Forum to discuss the results and explore areas for improvement.

Our first survey was sent in September 2025 and we asked customers about:

- How well they knew their housing advisor
- How housing advisors could better support them
- Their views on current social activities available, including what works well, what could be improved and what new activities they would like to see

The first Inspired Living Forum took place in November 2025 where members discussed the results of the September survey.

In total, 103 customers completed the survey and eight customers attended the Forum, representing seven of our twelve Inspired Living communities.

What did you tell us?

Housing advisors

- 51% of customers said they had never seen their housing advisor
- 69% of customers were neutral or positive overall, with satisfaction higher among those who saw their advisor even occasionally

- Customers told us they would like their housing advisor to:

- Be more visible
- Communicate clearly
- Provide practical support and help with issues
- Listen and understand their needs
- Respond more quickly

- 49% of customers were not aware of the housing advisor drop-in sessions. The Forum also highlighted that drop-in sessions aren't suitable for customers who are house-bound.

Organised activities

- 34% of customers said they were very satisfied or fairly satisfied with the activities offered
- 39% were neither satisfied nor dissatisfied.
- Customers with access to a communal hall were more satisfied.

Customers told us that they would like more:

- Social events e.g. meals, events, trips and more drop-in activity
- Wellbeing activities e.g. tai chi, dancing, armchair exercise, swimming and exercise classes
- Learning opportunities e.g. IT, crafts, cooking and genealogy

Additionally, 38% of customers said they don't feel socially connected in their communities.

The name 'Inspired Living'

Forum members felt the name 'Inspired Living' doesn't reflect their experience. They suggested the name 'Independent Living' would feel more accurate and meaningful.



What are we doing?

We're taking action based on customer's feedback including:

Improving awareness of housing advisors

- Sending an introductory letter to all customers explaining who their housing advisor is and what their role involves
- Adding advisor details to noticeboards in community halls and communal areas
- Prioritising annual visits to Inspired Living customers

Improving access to support

- Promoting the drop-in sessions during annual visits
- Reviewing how drop ins are advertised
- Highlighting the option of home visits for customers who cannot attend drop ins

Expanding and improving activities

- Regularly reviewing the activities we offer
- Exploring joint activities across communities
- Running a series of new events, including:
 - A free trip for over 60 customers to attend a play at Shakespeare North Playhouse (March 2026)
 - Cheese and wine events (from March 2026)
 - Chair-based yoga
 - African cultural events
 - Creative workshops
 - Flower arranging

Other actions

- Reviewing the name 'Inspired Living'
- Recruiting more customers to join the Forum so all communities are represented

Thank you!

A huge thank you to everyone who completed the survey or attended the Forum. We truly appreciate it.

Your voice matters.

**Inspired Living = schemes for customers aged 55+*

