

GUESSES WHAT?



Note from the Editor

We would like to say a big thank you for taking the time to read this newsletter.

Our pledge to you this year is to ensure that you get all sorts of fun ways to make sure your voice is heard. Don't forget the suggestion boxes they are still very effective and we do listen.

If you think that this newsletter needs something new or different adding to it. Let the Residents Rep Team know and we will get working on it!!

If you have a good news story which you want us to put in then give us a shout.

2009 has a lot of interesting things happening including Forum's 40th Anniversary, if you have not received a calendar with all the events on it yet, please request ask your project staff team or come to Head Office (2nd Floor, 84 Market St, Birkenhead) to get one.

Amy Butterworth
Lead Resident Representative



The Resident REP TEAM Expands!

Meet the new additions to the team, Kirsty and Anthony here with Amy and Chris

A note from Kirsty

Hey, I'm Kirsty O'Driscoll one of two new Members of the Resident Rep Team. I'm 21 years old and from Ellesmere Port.

I like art, music and Japanese culture, but I'm not very fond of sports like tennis and cricket. I enjoy playing drums and taking photos and also reading.

Before starting my role here I was a resident in one of the Ellesmere Port Dispersed Houses for Mums and Babes, prior to that I was doing a bit of travelling around the country.

I am hoping to get you the residents to speak up more about things that you care about, are bothered about and want to improve. I will look forward to meeting you all....

A note from ANTHONY

Now then guy's

For those who don't know, my name is Anthony Fitzgerald and I am one of the new 'Resi-Reps' based Head Office-Birkenhead. Just a little bit about me.... I left home @ 16-in2 Forum, I have had the best experience to be able to interact with people my age positively.

My interest is I love to write, compose and perform my own music which I have done for a few big events for Forum over the years... which helped me through my hard times- if u want a copy just ask lol.

I really can't wait to start meeting you all as young people as I believe with the help from me and our team YOU can actually make a difference on yours and other lives.



FORUM HOUSING
It's all about you

Check out the Association's new website with a dedicated area for young people

www.forumhousing.co.uk

2009—HOW 2 get involved

Look out for your chance to review and have Input on very important Policies that affect you. 'Don't moan about Change – make it happen!'

Over January, February and March the Resi Reps will be in Wirral, Sefton and Ellesmere Port giving you the opportunity to give your opinions on the following policies:

- Safeguarding** – You will be able to influence the provision that the Association currently has in place to protect you from abuse and keep you safe.
- Complaints** – You will be able to give you thoughts about how to improve the procedure of making a complaint and the satisfaction of how you, the customer felt it was dealt with?
- Health and Safety** - This will be an opportunity to give your opinions about aspects of the policy, discuss the areas which can be revised and influence our inspections and risk assessments.

Satisfaction Survey

Thank you to everyone who completed the Satisfaction Survey in December 2008 – 214 residents responded, which is great.

The prize winners have now received their vouchers and those of you that had specific questions and left your details, we will be contacting you shortly with a reply.

Here are some of the responses:-

49% of the responses were completed by females
50% of the responses were completed by males



2.5% of responses were from people from a BME community
97.5% of respondents considered their ethnicity to be White British



10% of respondents said that they were a member of the LBGT (Lesbian, Gay, Bisexual and Transgender) Community.



9 different faiths/beliefs were recorded, however 37% of respondents described themselves Christian and 33% said that they had no faith.



18% of respondents said that they were a parent of parent to be.



Taking everything in to account, respondents thought that the services provided by Forum are:

Great 35%
Good 43%
OK 20%
Total 98%

Respondents rated the overall quality of their home as:

Great 22%
Good 26%
OK 35%
Total 81%

Respondents rated the general condition of communal areas as:

Great 15%
Good 29.5%
OK 36%
Total 80.5%

Respondents rated the general condition of communal areas as:

Great 15%
Good 29.5%
OK 36%
Total 80.5%

When asked whether you thoughts staff at your project do a good job, respondents gave the following answers

Great 54.5%
Good 33%
OK 10%
Total 97.5%

Respondents rated the general condition of shared facilities as:

Great 15%
Good 36%
OK 35%
Total 86%

RESI REP TEAM



Resident Rep Team
Contact Details:

Contact:
AMY, CHRIS, KIRSTY or
ANTHONY on 0151 649 9718

or e-mail
Resident.reps@forumhousing.co.uk

This information is hot off the press and is just a snapshot of all that was collected, we will let you know in due course how you can access the full set of responses – watch this space.