

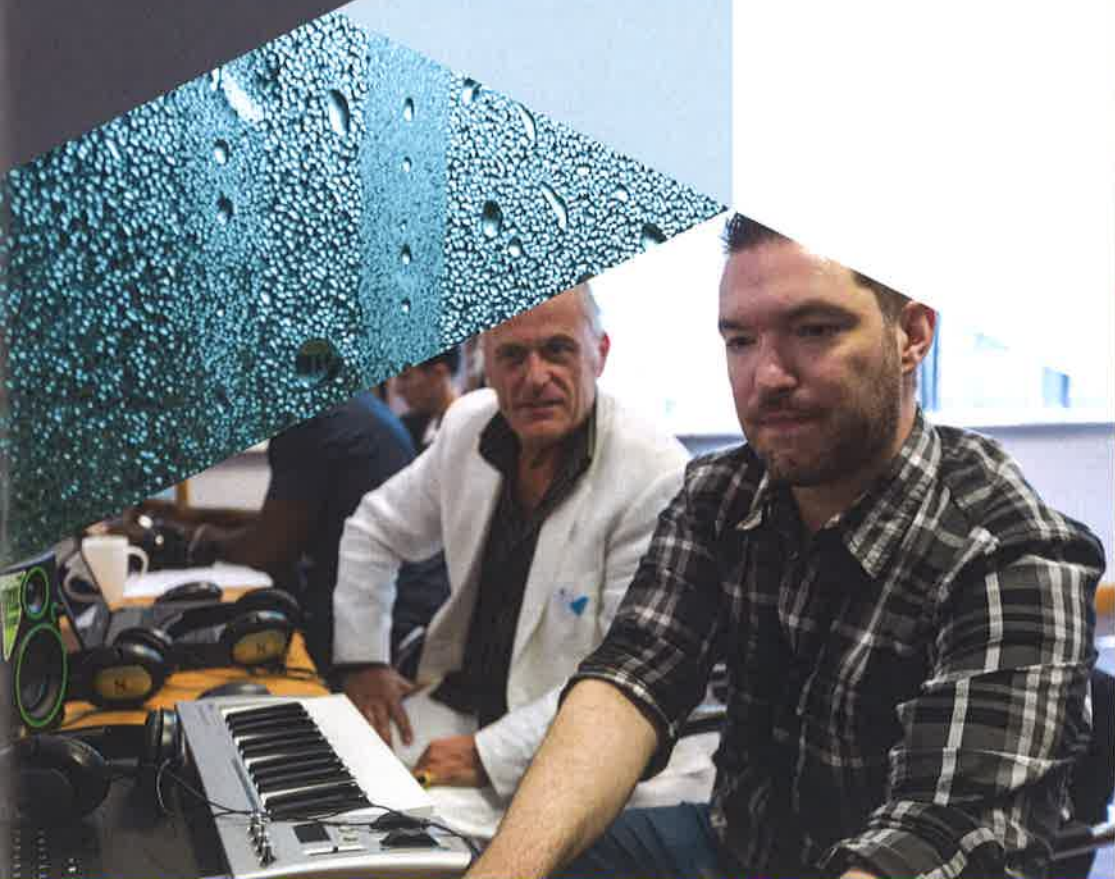


Evolve  
Housing  
+ Support

# Customer newsletter

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Issue 14  
Winter 2017





## Introduction

03

Hello everyone, we hope you like the new look and feel of the quarterly customer newsletter. This edition is a joint effort between customers, the Customer Involvement team and the Work + Learning team.

We have made the newsletter more forward facing, looking at what is happening over the next three months.

We have a fresh new design and we hope that this newsletter will be interesting and full of useful information for you. If you have any photographs, poems, recipes, or something

you would like to say, please get in touch.

We hope everyone will have a fantastic 2017. I'm looking forward to working with you all.

**Rachael Stamper**  
**Customer Involvement Officer**

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In March there will be another Broaden Your Horizons event where we will walk 'The Line' sculpture walk. You will get to experience new areas of

London, go on the Emirates Air Line cable car and eat inside the O2. Please talk to your support worker if you want to attend - there are ten places.

## Customer involvement

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The last three months of customer involvement included the annual customer survey, a sculpture walk in London and lots of new customers trained to be customer champions, interviewers and auditors.

Over the next three months we will be touring around all Evolve services to complete our annual customer panel scrutiny review. Past topics have included maintenance, the complaints procedure, and customer involvement. The topic this year is how we can manage anti-social behaviour.

Members of the customer panel will be visiting your

service to hear your opinions on anti-social behaviour and your ideas about how we can improve.

The panel will then put together a report containing this information and the recommendations will then be passed to the Corporate Management Team and board level for approval.

When approved these recommendations will be put into action.

All sessions will be held 16:00 – 18:00. Please see below for when we will be visiting your service:

**Eva House** - 9 January  
**Alexandra House** - 11 January  
**Fitze Millenium Centre** - 16 January  
**Stockwell** - 17 January  
**Palmer House** - 18 January  
**Beacon House** - 20 January  
**Bromley** - 23 January  
**Ingram Court** - 24 January  
**Burton-White House** - 25 January



## Wi-Fi at Evolve

My name is Alison, I look after the computers, telephones and Wi-Fi at Evolve.

We've been working to improve our IT in response to feedback from customers that Wi-Fi is not very reliable, and the computers provided are not always working.

Recently, new equipment has been installed to improve the Wi-Fi range and all of Evolve's services now have free Wi-Fi in

communal areas.

We are now focussing on the computers provided in the services for customers. We have set up a working group looking at the best way to fund and maintain communal computers. We will update on any progress in the next newsletter.

**Alison McGibbon**  
Corporate Services Manager

### What's next for Money mapping?

My name is Nadine and I'm the Financial Inclusion Officer based at Stockwell. I've created a series of eight workshops called The Money Mapping Programme.

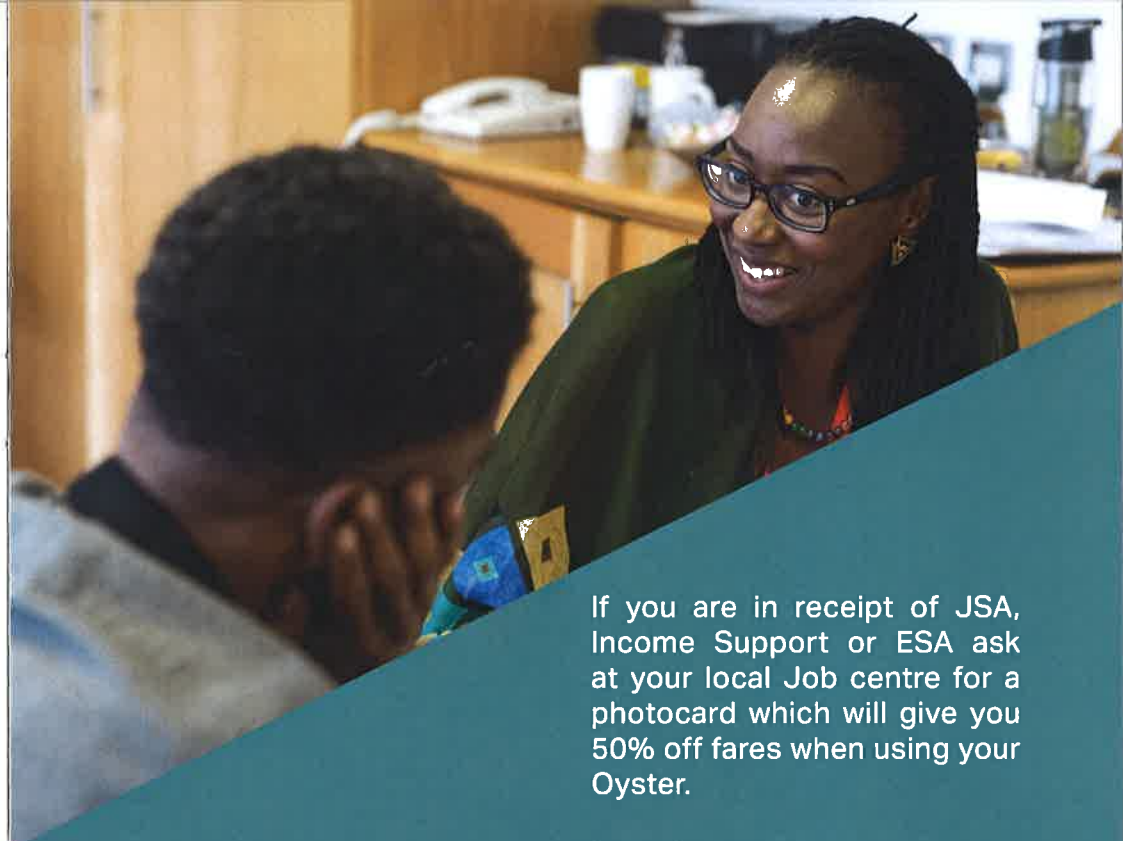
The workshops focus on attitudes to money, budgeting, reducing debt, maximising income, banking, being organised, cooking on a budget and creative empowerment. These workshops will start in Stockwell in January 2017 and help prepare you for independent living.

I know that benefits can be confusing, which is why I've

organised benefit training run by the DWP for Evolve staff and customers for early year.

I'm also working on a money mapping information pack which will be distributed in 2017 to benefit our customers who are moving on.

On the next page I've come up with some money saving tips you might find useful - if you have any tips of your own please get in touch via the contact information on the last page.



If you are in receipt of JSA, Income Support or ESA ask at your local Job centre for a photocard which will give you 50% off fares when using your Oyster.

Useful websites:

[Moneyaware.co.uk](http://Moneyaware.co.uk) for benefit information and guidance, template letters for creditors, debt support and money saving tips.

[Entitledto.co.uk](http://Entitledto.co.uk) for an online benefit calculator to check your benefit entitlement.

[Quidsinmagazine.com](http://Quidsinmagazine.com) for lots of information, advice and tips of money management.

[Turn2us.org](http://Turn2us.org) for access to information on benefits, grants and support services for financial hardship.

**Save money.  
Spend smart.  
Reduce debt.  
Empower  
yourself.**

## Work + Learning opportunities <sup>08</sup>

If you're interested in gaining new skills, volunteering or finding employment, please speak with the Work + Learning team. See some of the opportunities below.

### Photography

**Starting 11 January - May**

Course will include fashion, street and studio photography; dark room and newspaper printing and the opportunity to make money selling your photographs at The Guardian Headquarters.

### Ready for work

**January - February**

Two days, interview skills training and two week's work experience with the following employers. M&S (Merton), Waitrose (Clapham, Bromley and Croydon), Carillion Construction (Kings Cross and Battersea).

### Want to be a Support Worker?

Every other month workshops to help you learn how to use your experience of homelessness to apply for jobs in the sector. Find out about apprenticeships, volunteering and paid employment.

### Volunteering

If you would like to volunteer with the Work + Learning team using your skills, interests and experience to help other customers achieve their goals we would like you to get in touch by calling **Tano on 07436 107 118**.



# The Running Charity

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Coming to Evolve in  
January 2017

The Running Charity will be working with Evolve's young people to build positive physical and mental health and better prepare you for participating in education, employment or training opportunities.

They will be organising regular running-based activities at all the young people's services with qualified fitness professionals. Using running, they will help to instil you with a positive mindset – fundamental in the path towards a healthy and productive lifestyle.

Goals are set between customers, trainer and Support Workers. It's a three way process and you'll be supported every step of the way. By working with The Running Charity you will receive some amazing rewards which you can read more about on the next page.



**Get fit.  
Feel good.  
Set goals.  
Earn £375  
worth of kit.**

Rewards for taking part - these are flexible. We have given some examples of goals you would need to achieve and the rewards will receive at bronze, silver and gold levels.

### **Bronze - T-shirt or equivalent**

- Go from 5 press ups to 10 press ups
- Run 1km
- Make a dentist appointment
- Identify a course to start

### **Silver - T-shirt and trainers**

- Running or circuits
- Doing CVs or job applications
- Smoking, drugs, alcohol reduction
- Volunteering

### **Gold - fitbit or more rewards up to £375**

- 5k run, excellent The Running Charity attendance
- Long term housing secured
- Long term work or education secured



## Radio production

In December 2016 five customers completed a six week Radio Production Course at the BRIT school. The BRIT school is famous for producing talents like Amy Winehouse, Jessie J and Leona Lewis.

Customers went live on air on BRIT FM and presented their 'This Is Me' interview talking about who they were, who they are and who they want to be. They also presented their favourite music, their jingles that they had created and produced an outstanding radio show.

Afterwards customers and students reflected on the show and the course in general.

Customers said that they enjoyed sharing their experiences and collaborating with the Brit School students. They felt they had helped to break down perceptions of homelessness.

If you would like to get involved with creative courses similar to this, please get in touch with **George on 07970 639 284**.

## How are we performing

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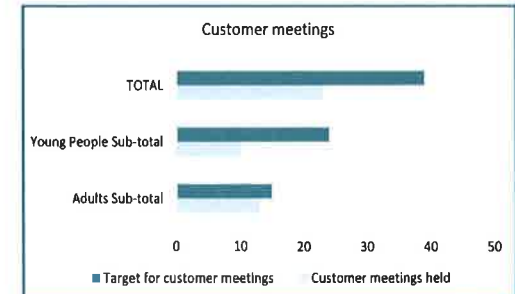
At Evolve we set ourselves ambitious targets, also known as Key Performance Indicators (KPIs). We monitor these so we can check we are providing a good service to our customers.

Here are our KPIs for the last quarter.

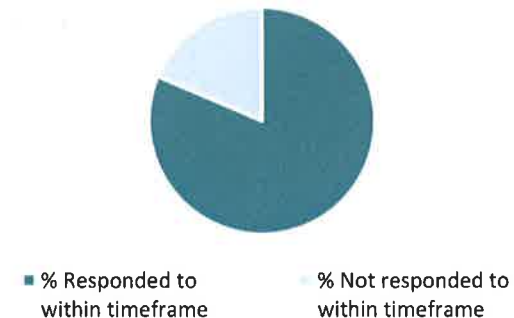
Firstly, there should be at least one customer attending a staff meeting each month.

Secondly, there should be a customer meeting once a month.

Thirdly, all complaints should be responded to within our timeframes. We will be working to improve these figures over the next three months.



All services - complaints responded to within timeframe (43 total complaints)



# Useful links

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Here is a list of some of the partners we work with to support you to find work and learning opportunities that cater to your needs and aspirations.

## Lambeth

[www.lambethworking.com](http://www.lambethworking.com)

[www.learningandskillsolutions.com](http://www.learningandskillsolutions.com)

## Kensington & Chelsea

[www.epiccic.org.uk](http://www.epiccic.org.uk)

[www.resurgo-spear.org](http://www.resurgo-spear.org)

## Diversity Jobs

[www.diversityjobs.co.uk](http://www.diversityjobs.co.uk)

DiversityJobs.co.uk has teamed up with the best businesses in the world; what makes them so great is the fact they are interested in you for the skill sets you bring and the work attitude you have to offer them.

## Croydon

Croydon Health Employment

Partnership [www.cvalive.org.uk](http://www.cvalive.org.uk)

## Bromley

Community Options:

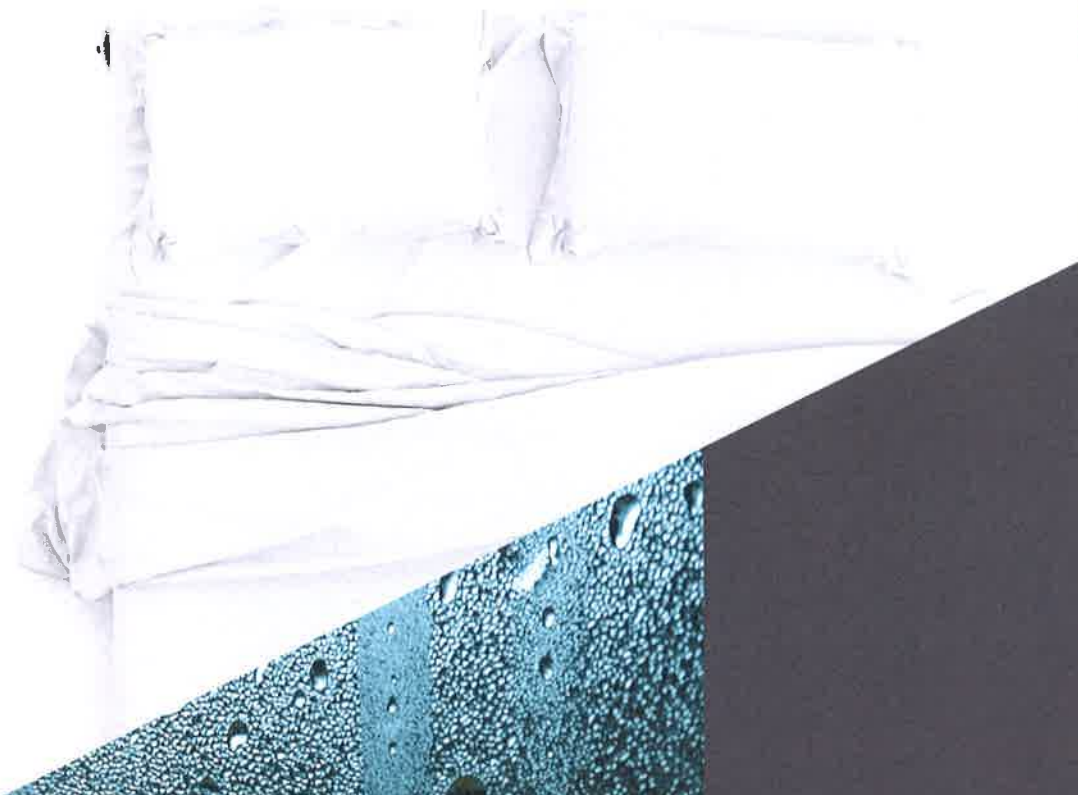
[www.community-options.org.uk](http://www.community-options.org.uk)

[www.turnaroundcharity.org.uk](http://www.turnaroundcharity.org.uk)

## Opportunities in the Homeless and Support sector

[www.cepjobs.org](http://www.cepjobs.org)

The website for people who have used homelessness services and now want to use that experience to help others.



## Rachel's poem

As I lay in silent slumber,  
Forsake my name.....  
delete my number!  
You think I'm no good but my heart is true.  
Will that be enough for you?  
I give it to you, to have and to hold,  
and though made of glass, life made it bold  
  
Yours to discard or yours to keep?  
Whatever you choose  
whilst I silently sleep

*Rachel is a customer at Palmer House.*



## Contact us

 07776 858 227

 [rachael.stamper@evolvehousing.org.uk](mailto:rachael.stamper@evolvehousing.org.uk)

*Many thanks to Adetoun, Eleanor and the concierge team  
for distributing this newsletter.*

[www.evolvehousing.org.uk](http://www.evolvehousing.org.uk)



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