

**Adactus Group Residents' Away Day 2008
Back to the Future**

Tuesday 7th October 2008 10am-4pm



Ideas Sessions

The focus of the Annual Group Away Day is on the future of the Group and the services we deliver to you. We also want to look back at how we have developed and improved what we do by listening to you. We asked for your views at the last Away Day and throughout the year we have involved residents in service reviews through the various meetings and postal/ website consultations going on across the Group.

By involving residents and looking at up to date good practice, we set ourselves stretching business goals and numerous projects to achieve these goals. We even brought in 'mock inspectors' to test our services and help us find our strengths and where we could improve.

The Ideas Sessions will look back at what we have achieved so far and what we still have to do in order to achieve excellence.

This is your chance to comment on our ideas, put forward some of your own and tell us what is important to you. Staff from Adactus, Beech and Chorley will be involved in the sessions to make you feel at home. The sessions will be interactive, thought provoking and fun.

Overleaf is a list of all the ideas sessions with a brief description of their content and their main objectives. You will be attending two ideas sessions on the day.

To help us allocate places according to what interests you most, please prioritise each one by placing numbers from 1 to 4 in the table. Each session will run twice so we hope to accommodate your first and second choices.

It is important that you return this form by Monday 22nd September 2008 to book your place. **Places are limited** so send it back quickly in the pre paid envelope provided. For more information telephone Lorraine Black or Becky Horton on 01942 608715.

Residents' Away Day 2008 : Ideas Session Outlines

Ideas Session A: Your Neighbours, Your Neighbourhoods

Adactus doesn't just deal with individual people or families, we play our part in supporting thriving neighbourhoods and working with residents to improve more than just bricks and mortar. What are we doing to help improve the environment in local neighbourhoods? How are we working with residents to deal with conflict or reduce the chances of it getting out of hand? How are we encouraging young people to channel their energies and how are we helping to support more vulnerable people in communities? And how can you contribute?

Ideas Session B: Quality homes, Quality Service

Excellent quality, well-maintained homes and consistently outstanding customer service is what we aim for. This is at the centre of what Adactus is about. What kind of service do we provide from when someone applies for one of our properties, to when they first move in and later, when they need a simple repair or some other essential service? You have first hand experience of our services and with your input we have been moving in the right direction. With more of your ideas and by working together, let's keep improving.

Ideas Session C: 'Back To The Future'

Use our time machine to see some of the developments that have been made in social housing over the last 50yrs. Look into our Crystal Ball and tell us how people's lives will change over the next 10-20 years and how Adactus should change. Environmental changes, diminishing resources, ageing population, the economy, new technology....etc. Challenges for us all to meet. Help Adactus to think ahead.

Ideas Session D: Growing Wiser to the Requirements of Older People

We have a dedicated team of staff, who work closely with older people in our sheltered housing schemes. We have learnt that one-size doesn't fit all, whatever age you are. We also know that our older residents have some great ideas and enthusiasm that we want to share. We'll tell you about how services are developing and we will listen to your ideas.

Ideas Session E: Leaseholder Focus

If you own part, or all of your property, this session is for you. Tell us in the form below what specific subject areas from those above you would like to focus on and write in your own ideas about what you would like to discuss. We'll tell you about how services to leaseholders are developing and listen to your ideas for where we should be concentrating our efforts in future.

Please place a number between 1 and 4 in the boxes next to your 'idea session' choices (1 being your 1st choice and 4 being your least favourite.) Please do not repeat any number twice.

Session A: Your Neighbours, Your Neighbourhoods

Please tell us about anything you would particularly like to cover in this session

Ideas Session B: Quality homes, Quality Service

Please tell us about anything you would particularly like to cover in this session

Ideas Session C: 'Back To The Future'

Please tell us about anything you would particularly like to cover in this session

Ideas Session D: Growing Wiser To The Needs Of Older People

Please tell us about anything you would particularly like to cover in this session

Ideas Session E: Leaseholder Focus

Please tell us which of the above subject areas you would like us to cover in the leaseholders' ideas session and write any other suggestions for the session. (Please only tick this box if you are a leaseholder.)

Your Name	
Address	
Contact Tel. No	