



your voice matters!

We want every resident to feel listened to and involved. Your feedback helps us improve our services and your experience. Here are some of the ways we are engaging with residents in Bradford to ensure your feedback directly shapes the way we deliver our services.



resident feedback surveys

We regularly ask residents to complete short surveys so you can tell us how we are doing. Your responses directly shapes the way we deliver our services.



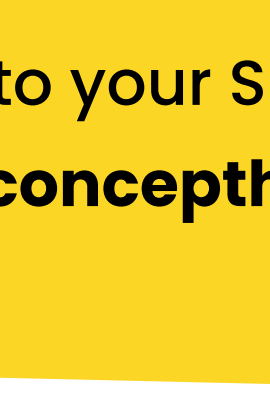
compliments and complaints

We want to hear from you when things go well and when they don't. Your feedback helps us learn, improve, and prevent issues from happening again.



resident reading panel

We have recently launched our reading panel for residents to help us review and test our resident letters, forms, and leaflets, making sure they are clear, easy to understand and resident focussed. This panel has already had one session and another session is planned for August. All Bradford residents are welcome to take part.



drop-in sessions

We will be holding regular drop in sessions where you can meet staff face-to-face, ask questions, share feedback, raise concerns and suggest improvements in an informal setting.

To get involved, please speak to your Support Worker or email: customer.service@concepthousing.co.uk

THANK YOU! for getting involved

We would like to say a **huge thank you to everyone** who took part in our recent resident engagement activities, surveys, property visits, and resident meetings.

Your feedback, ideas and suggestions are helping us improve services and shape the support we provide. Through conversations with residents across Birmingham and Bradford, we've heard what matters most to you, from feeling listened to and having more opportunities to get involved, to wanting clearer communication and more community activities.

Because of your feedback, we have:

Introduced a Resident Reading Panel so residents can review newsletters, leaflets, and resident communications before they are published

Increased property visits and engagement opportunities across our services

Started developing more regular "You Said, We Did" updates so you can see how your feedback is making a difference

Planned regular engagement sessions and Resident Voice Panel meetings to keep the conversation going

We are especially pleased that many residents told us they feel listened to and value having opportunities to share their views. Your willingness to speak openly helps us understand what is working well and where we can improve.

Thank you for helping us make Concept Housing better for our residents. We look forward to continuing to work together and turning your ideas into action.

Your voice matters. Your feedback makes a difference.

To get involved, please speak to your Support Worker or email: customer.service@concepthousing.co.uk

a new opportunity could be closer than you think

Whether you're looking to build new skills, improve your career prospects, meet new people or simply try something different, there are some excellent free opportunities available across Bradford. From education and training to volunteering and careers advice, these options could help you take the next step towards your goals. Take a look at what's on offer below and see what might be right for you.

It's your choice where your journey takes you, but a new opportunity could be closer than you think.

Did you know you could study for **FREE right here in Bradford?** Whether you want to learn new skills, change careers, or give back to your community – this guide is for you.

free courses in Bradford

Bradford college

Free Level 3 qualifications (equivalent to A-Levels) in: Teaching Assistant, Business & Administration, Digital Skills & IT, Hairdressing & Beauty, Art & Design, Media & Photography.

Eligible if you're 19+, don't have a Level 3, OR are unemployed/on low wage.

email: admissions@bradfordcollege.ac.uk

website: www.bradfordcollege.ac.uk/adult-courses/free-adult-courses/

ShIPLEY college

Free courses for adults including English, Maths, Digital Skills & IT basics and Level 3 Diplomas in Adult Care, Early Years and Business.

website: www.shIPLEY.ac.uk

call: 01274 327222

Skills Bootcamps

Free training lasting up to 16 weeks with a guaranteed job interview.

Areas include Digital & IT, Construction, Green Skills, Health & Social Care, HGV Driving and Business Admin.

call: 0800 100 900

volunteering in Bradford

website: <http://www.getvolunteering.co.uk/places/west-yorkshire/bradford>

Opportunities include community support, charity shops, events, befriending and environmental projects

free careers advice

National Careers Service

website: <https://nationalcareers.service.gov.uk/>

call: 0800 100 900

**It's never too late to learn something new.
One phone call could change your future.**

how to contact us

For everyday questions, please speak to your Support Worker. If you need to contact Concept Housing Association, or make a complaint, you can:

Call us on:

0121 455 7333

Email us at:

customer.service@concepthousing.co.uk

Our office hours are:

9am–5pm Monday to Friday

If you have an emergency outside these hours, call 0121 455 7333 and you'll be put through to our out-of-hours service

need help in another language?



**We offer a translation service for residents who prefer to speak in their first language.
You can access this by calling Customer Services on: 0121 455 7333**