

Issue: I

March 2022

Customer Survey

A huge thank you to those who completed the customer surveys earlier this year.



You told us how you would like to be more involved with Stepping Stone Projects and this Newsletter will give you some more information on future events and opportunities to have your say.

YOUR SAY:

Over the next few months we will be giving you a call to ask for your feedback on our services. We want to hear how you feel about the support we offer and if we can improve our services in any way – but you don't have wait for the call, you can always speak to your worker who will be happy to feed back.

Customer Newsletter

Stepping Stone Projects

Welcome to our first Customer Newsletter – this Newsletter has been created by our customers, for our customers.

Thank you to those who worked with us on this first edition!

If you are interested in helping us with future newsletters, please let your Stepping Stone worker know.

We plan to hold our Newsletter Working Groups every three months.



a stepping stone to independence



You told us the Newsletter:

- Shouldn't be too long
- Shouldn't have too many words to read
- Should have pictures and our logo
- Should have information about our services and upcoming events
- Should have customers stories and quotes

Daily Reminders

1. *The past cannot be changed.*
2. *Opinions don't define your reality*
3. *Everyone's Journey is different*
4. *Things always get better with time*
5. *Positive thoughts create positive things*
6. *Smiles are contagious*
7. *Kindness is free*
8. *You only fail if you quit*



Do you have any top tips or positive stories you want to share? Let us know if you do and we will include them in the next issue.

What's happening at SSP.....

Events Program

Through the survey you told us what kind of events and activities would interest you so we will be sending out a program in the next few weeks. Some of your ideas included:

- Cooking Sessions
- Gaming Day
- Walking Group/Outdoor Activities
- Boxing
- Arts & Crafts

Customer Forum

We want you to have your say on how we deliver our services and how we can include you in our organisation. The Customer Forum will meet twice a year. If you want to be part of this, please let your worker know.

'Your Say'

Some of you told us that you wanted to be involved but didn't fancy attending face to face meetings.

This newsletter can be your chance to have 'your say' so please put forward anything you want us to include.

This could be art work, poems, a quote, useful tips for our other customers, a short story on your journey with Stepping Stone Projects....

One customer has said she would like to write her own section of the Newsletter – look out for this in the next issue!

The following page is a poem from one of our customers in Hyndburn – we hope you enjoy reading it as much as we did.....

Contact Us

- Via your Supported Housing Worker or Housing Management Officer
- Through the Contact section of our website www.stepping-stone.org.uk

We would like to send out future Newsletters and information via email – please make sure you pass on your details.

Also, if you have WhatsApp – how about joining our Customer Engagement Group? More details to follow in the next issue.....



Something Around Me

By Louise Martin

I can feel something touching me, something around me – but it is not the rays of the sun freckling my pale skin, or a cool breeze dancing around my ankles on the open bus.

It is not fine rain, or petalled snow flakes melting into my eyes, or a copper beech leaf falling heavy by the misty river. It is not a butterfly resting on my flowered frock, or a bee I watch, clasping and sucking flowers by red brick walls.

It is not a dusty sunbeam I traced by the coal bucket, or a galaxy of heather pollen I saw, weightless in space. It is not the severed wing of a dead fly, or honeysuckle blossom in forgotten hedgerows, or a baby's breath, or dandelion clocks - standing tall.

It is not a feather falling from the breast of a fledgling, or dew sparkling through the light of a new day. It is not the storm I felt, circling me and ruffling my hair, or the icy water from a rock pool, numbing my toes.

of spring blossom against a burning sky, or circled ripples waking a still pond.

It is not the bark of a sycamore, dry wrinkled against the palm of my hand, or wind whispering in my ear past a blade of moorland grass. It is not the snow cloud I once climbed into or the moss clad stone I pressed against my pregnant belly.

It is not salt water lapping against my naked form, or lavender flowers tickling my toes. It is not fading light soaking into me through silver clouds or the wet of a frog leaping inside my cupped hands.

It is not the eye of a cow, blinking its feathered lashes over a fence, or the sweet trickle of red grape wine over my tongue. It is not the blush of spring blossom against a burning sky, or circled ripples waking a still pond.

It is not late summer leaves in tossed waves or the blackbird singing from its favorite tree. It is not any of these things I can feel around me, or touching me, it is you.