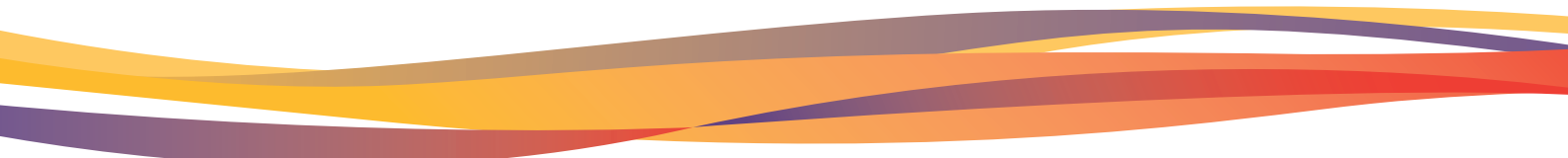


Opportunities for
involvement



**Have
your say**



Resident Involvement Standard

This Resident Involvement Standard sets out our commitment to involving as many residents as possible in the decisions made about their homes and the services they receive.

Our promise to you

- We will offer a wide range of opportunities you can get involved in.
- We will listen to and value your suggestions and opinions.
- We will provide a training and support programme so you can get fully involved at a level that suits you best.
- We will support all new residents who wish to become involved including putting together a personal induction programme.
- We will pay for all reasonable travel and care costs to enable you to attend meetings and training.
- We will monitor and review the success of resident involvement through our resident involvement impact assessment.

Resident Involvement Monitoring and Review

We will monitor our resident involvement performance in the following ways:

How it will be monitored	When
Status Survey	At least every three years
Individual Evaluation Questionnaire	After key meetings that our 'Getting Involved Residents' attend
Annual Appraisal for 'Getting Involved Residents' to find out how well involvement has worked for you and identify opportunities for you to further develop your skills of level of involvement	Annually
Resident Involvement Impact Assessment	Annually

Our Scrutiny Committee will review and monitor how we are performing against this standard. We will publish the key results of our performance in our Annual Report and on our website.

We will use the information we receive from you about our services to help drive further improvements and we will publish details of how we have made improvements to the service through our newsletters, Annual Report and our website. We will review this service standard at least every two years.

Why get involved? - Make a difference

Your opinions can make a difference and help shape the way we do things in the future. Your involvement leads us to better decision making and use of resources. We value your involvement and our aim is to increase the number of our customers helping us to shape our business locally, operationally and strategically.

All feedback is important; just answering a few questions over the telephone when combined with other customers' opinions can influence decisions at Board level.

How can I get involved?

There are a wide range of ways in which you can get involved from membership on the Board, through to answering questions over the telephone. We even have a section for young people to get involved see page 9. On the following pages we have listed the wide range of opportunities for involvement.



Opportunities to get involved when it suits you

Name of group, activity	How often meetings or activities take place	What the group or panel does and what the activity involves	Benefits of getting involved
Suggestion Scheme	2 minutes when you visit an office, pick up the phone or go to our website	We are always interested in ways to improve our service. If you have a good idea please take 2 minutes to either fill in a form in one of our offices, pick up the phone and tell us about it, or fill in a form on-line.	A chance to put your point of view.
Community Vehicle	10 minutes when we are in your area	Our community vehicle has a full programme of visits that are well advertised including local consultation events and coffee mornings. Come on board and participate in our events.	Taking part in local consultation events to help us improve our services.
L&H Homes Survey Club	10-20 minutes once a month	We will contact you once a month by phone, e-mail or letter to ask you your opinions on the services we provide.	A chance to influence the services provided to you.

Name of group, activity	How often meetings or activities take place	What the group or panel does and what the activity involves	Benefits of getting involved
Neighbourhood Walkabouts	1 hour once a quarter	Join our staff members as they walk around your neighbourhood checking how clean and tidy they are, and discuss any issues that are concerning you. Neighbourhood Walkabouts are advertised in advance. A full list of schemes included is available on our website.	Social benefits of getting to know your neighbours and staff members, together with helping to create a safer, cleaner, greener environment.
Estate Champions	1-2 hours per month	Help us to keep in touch with issues affecting your estate. Tell us about the quality of the landscaping, any safety issues, illegally dumped rubbish, graffiti etc, and any other issues.	Develop skills for future employment and promote pride in the community where you live.
Reading Group	1 hour once a month	Key policies, leaflets and standard letters will be revised by the group. You can let us have your views on their content and whether they are written in a way which is clear and easy to understand.	Demonstrate your ability to give feedback in a clear and constructive way.

Opportunities to get involved every 2 - 3 months

Name of group, activity	How often meetings or activities take place	What the group or panel does and what the activity involves	Benefits of getting involved
Mystery Shopping	5 minutes or 3 hours once every two months - it's up to you	We will train you to test our service to us. Mystery Shopping could mean visiting our offices, taking part in Neighbourhood Walkabouts, making phone calls or contacting us by e-mail or in writing.	Develop questioning and communication skills that may help when applying for employment.
Residents Associations, Forums and Community Development Groups	You decide	We will support our customers to set up their own groups to increase their level of involvement in their neighbourhood. This involves a range of initiatives and means that they can take the lead in finding their own solutions to any problems in their communities.	Develop social and meeting skills at the same time as working with others to improve your local community.
Scrutiny Committee	2-3 hours, every three months	The group monitors performance against national and local standards, ensuring residents are given the opportunity to become involved. They also ensure continuous improvement and customer excellence. (7 places available)	Increased analytical and monitoring skills.

Name of group, activity	How often meetings or activities take place	What the group or panel does and what the activity involves	Benefits of getting involved
Development Committee	2-3 hours, every three months	This Committee reviews and approves proposed building developments, development strategy and procurement strategy. (3 places available)	Increased personal knowledge of the development process and improve your meeting skills.
Design and Quality Group	2-3 hours, every three months	The Group reviews development processes. Have your say and help us to improve the design, layout and quality of new homes and neighbourhoods. (1 place available)	Using personal experience to shape the design of new homes for future residents.
One off Area Focus Groups	2-3 hours, as and when	We hold one off focus groups to seek your views on specific areas of our service. These discussion groups can be about anything from our repairs service to how customers access our service.	Communication skills and a better understanding of specific areas of business.
Contractor Core Group Meetings	2-3 hours, every three months	This meeting involves our partner repairs contractors and looks at the progress of the contracts, how well we are performing, as well as new ways to improve our service.	Develop meeting skills and knowledge of the repairs service at a strategic level.

Opportunities to get involved every 1 - 2 months

Name of group, activity	How often meetings or activities take place	What the group or panel does and what the activity involves	Benefits of getting involved
Board of Management	2-3 hours, 8 times a year	When there are vacancies on the Board, residents with the appropriate competencies and skills will be considered.	Develop high level skills to make strategic decisions.
Residents Policy Review Group	2 hours, every two/three months	This group gives you the opportunity to tell us your opinions and shape how we provide services to residents in the future. Key policies will be reviewed by this group before they go to the Board of Management for final approval.	Improve your communication skills and an opportunity to use your experience of the services we provide to change policy.

Opportunities to get involved especially for young people

Name of group, activity	How often meetings or activities take place	What the group or panel does and what the activity involves	Benefits of getting involved
Finn Website Page	As often as you want	We have set up a special section for younger people to give us their views and take part in competitions.	Opportunity to let young people put their views across.
Community Vehicle – Big Brother Events	15 minutes when the community vehicle is in your area	We will be advertising events on the community vehicle where we want to catch young people's views on improvements to their community on tape. We will let you know when we are in your area.	Improve confidence and communication skills.
Community Vehicle Events		During the school holidays we will be holding events on the community vehicle just for young people. An opportunity to join us and have some fun with Finn.	Joining in and improving social interaction.
Junior Wardens		We are looking for young people to join us on our Neighbourhood Walkabouts to help keep it clean and tidy and to discuss any issues that are of concern to them.	Progressing career opportunities and citizenship.

Can I get help to be able to come to a meeting?

We will provide assistance with travel and care costs to enable you to attend meetings. Phone us on **0800 111 4013** for details.

Will I need training?

For most involvement no special training is needed. Where training will help you to be able to make a better contribution we will provide the training and support.



I want to get involved

If you want to get involved, either fill in the tick sheet below or visit us at www.landh.org.uk.

If you want further information phone us on **0800 111 4013** and ask for Leanne Harding, or Sue Crask, Community Involvement Officers or Anne Vaughan, Customer Services Manager.

- Reading Group
- Longhurst & Havelok Homes Survey Club
- Mystery Shopping
- Residents Associations Forums and Community Groups
- Scrutiny Committee
- Development Committee
- Design and Quality Group
- One-Off Area Focus Groups on: (tick areas you are interested in)
 - Repairs
 - Anti Social Behaviour
 - Grounds Maintenance
 - Customer Service
 - Rents
 - Tenancy Services
 - Pre-Tenancy Services
- Contractor Core Group Meetings
- Residents Policy and Review Group
- Board of Management
- Junior Wardens

Name:

Address:

Telephone no:

Email:

Once completed, please tear off and return using the envelope provided.

Longhurst & Havelok Homes is committed to equality and diversity and recognises diversity in all areas of our work. We seek to treat people with respect and deliver services that meet individual need.

This leaflet is also available in:



large print

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audio



braille



Lãngüagê Liñè

other languages



Leverett House
Gilbert Drive
Endeavour Park
Boston
PE21 7TQ

For further details please contact

0800 111 4013

getting.involved@longhurst-group.org.uk

www.landh.org.uk