

# Getting involved

If you are a resident and interested in our work, we'd like to hear from you. If you have some time to spare, even the odd hour now and then, read on – we've got an option for you.

## Why get involved?

As residents, you are at the heart of our business. We are committed to ensuring that the homes and services we provide are tailored to fit your needs and can develop along with your needs and expectations. Like you, we want to see excellent services and good quality homes.

'Resident involvement' is the name we give to the process of working with you to find out about your priorities. We use a variety of ways to involve you, which we refer to as our 'resident involvement menu'.

## On the menu

The resident involvement menu set out below is designed to make sure we hear from the widest possible range of residents. Some options take up very little time, while others take more time and commitment. Our goal is for everyone to be able to choose an option that works for them.

### Boards and committees

Two residents sit on the Group's main Board, which oversees the work of all the Southern Housing Group companies.

Residents also play a key role in our Customer Services Committee, which oversees all the services we provide to existing residents. Up to half of the places on the Customer Services Committee are reserved for residents.

**Interested?** When there are vacancies on the Group's main Board or Customer Services Committee, we advertise them in Open Door residents' newsletters. Any resident can apply. To find out more, call the Resident Involvement Team on **0300 303 1771**.



Resident David Kelly from Market Estate (left) and leaseholder Jim Fitch from George Downing Estate in Hackney (right) are pictured with Chief Executive Tom Dacey. David and Jim are both Group Board and Customer Services Committee members.

### Regional customer forums

Our large organisation is divided into regions and subsidiaries. We set up the regional customer forums to give residents the opportunity to work closely with senior regional staff, to influence the services we provide in their area. Meetings are held up to four times a year and we provide full training and support.

**Interested?** When there are regional forum vacancies, we advertise them in Open Door residents' newsletter. To find out more, call the Resident Involvement Team on **0300 303 1771**.

### Regional resident conferences

Every year we invite all our residents to one of our regional conferences. They are held on Saturdays, usually between February and May. The events are very informal with a mixture of presentations, question and answer sessions, and workshops. We provide lots of useful information and staff from across our key services are available to talk with you face to face.

**Interested?** To find out more, call the Resident Involvement Team on **0300 303 1771**. Please note that places at these events are limited.

## The Residents' Panel

If you would be interested in attending occasional consultation events, you could join the Residents' Panel. We invite panel members to take part in focus groups, in-depth interviews or workshops, when they have the time. The events are professionally run, in comfortable and accessible venues, and we will cover your travel and childcare costs.

**Interested?** Panel membership is open to all residents. To find out more, call the Resident Involvement Team on **0300 303 1771**.

## The Readers' Panel

If attending events or conferences isn't your thing, but you do enjoy reading, the Readers' Panel might be for you. Three or four times a year we ask Readers' Panel members to look through some key information and let us know if they think we can improve it. The information might be a new leaflet or brochure, or a new policy or procedure. This is a great way to get involved from the comfort of your own home – interesting, informative, enjoyable and occasional.

**Interested?** Readers' Panel membership is open to all residents. To find out more, call the Resident Involvement Team on **0300 303 1771**.

## Customer service monitors

Customer service monitors check that our services are up to scratch – for example, our gardening services, the repairs we carry out, or the major works we complete. Service monitors work closely with the Resident Involvement Team and are given plenty of support to make the experience interesting and enjoyable. If you can spare a day every few months, then this might be for you.

**Interested?** To find out more, call the Resident Involvement Team on **0300 303 1771**.



## London residents' conference

Left to right: Zewdi Abraham from Fulham, Christine Green from Chelsea, Marie Kallay from Southwark and Manju Begum from Fulham, with Dean Bowry, Caretaker Co-ordinator.

## Resident estate inspectors

We regularly inspect our schemes and estates, inviting residents to join us. Resident estate inspectors need to be available for around an hour every month. They work closely with their local resident services teams. In return, they see practical changes being made in their neighbourhood.

**Interested?** To find out more, call the Resident Involvement team on **0300 303 1771**.

## Workshops and focus groups

We are constantly reviewing parts of our service and involving residents in workshops and focus groups to make sure we meet your needs and expectations. Focus groups last around two hours and workshops a little longer. Some are held at our regional offices and others in local community venues. We run around 50 events each year so there's always an opportunity to get involved.

**Interested?** To find out more, call the Resident Involvement Team on **0300 303 1771**.

## Tenants and residents' groups

We support estate and community groups at many of our schemes and estates. Some have formal constitutions and are officially 'recognised', while others are small and informal, or act as social groups. If you are interested in setting up a group, we'll be happy to offer support and advice. There is also useful advice in the Active Residents' Guide, which can be downloaded from this page.

**Interested?** To find out more, call the Resident Involvement Team on **0300 303 1771**.

## Clean and Safe Estates (CASE)

We understand that getting the basics right is important, so we are running a programme of projects called CASE. CASE projects aim to improve customer satisfaction with our estate services such as caretaking, cleaning and gardening. If we run a project at your estate or scheme, we will invite you to get involved by completing surveys, attending local meetings with your resident services team, or by taking part in estate inspections.

**Interested?** To find out more, call the Resident Involvement Team on **0300 303 1771**.

## Sheltered Housing Involvement in Neighbourhoods and the Estate (SHINE)

We are now running SHINE projects at our sheltered housing schemes. SHINE is designed to focus on the issues that matter to sheltered housing residents. Every year we invite all our sheltered housing residents to take part in surveys about the services they receive. Working with residents and using the results, our supported housing staff then plan improvements. You can get involved by completing your survey and attending any meetings organised by the Supported Housing team.

**Interested?** To find out more, call the Resident Involvement Team on **0300 303 1771**.

## Surveys

We run a rolling programme of around a dozen customer surveys across our services. We call this programme 'What matters to residents'. Every year, we collect information from around 10,000 completed surveys, inviting you to tell us what it would take for you to give us 10 out of 10 for our service. We regularly report on the findings in Open Door residents' newsletter.

**Interested?** To find out more, call the Resident Involvement Team on **0300 303 1771**.

Residents from our sheltered schemes are being surveyed for their views every year.



## Neighbourhood project teams

The Foundation sets up project teams to work in particular neighbourhoods. These teams work with other local agencies, such as the council, the Police and other landlords, to look at the wide range of issues affecting the local community. Residents are a key part of making these projects work.

**Interested?** To find out more, call the Foundation on **0300 303 1771**.

## Youth forums

The Foundation works with young residents across Southern Housing Group to give them a voice in their neighbourhoods. Local youth forums give younger residents the opportunity to engage with us, and with other organisations such as the Police and the local council, to get their views heard.

**Interested?** To find out more, call the Foundation on **0300 303 1771**.

## Useful information

If you'd like to know more about our resident involvement work, take a look at these documents. They are all available on the Group's website or as printed versions if you call the Resident Involvement team on **0300 303 1771**.

**The Resident Involvement Strategy** sets out why we work with residents, what our priorities are when we work with residents and what we want to achieve.

**The Active Residents' Guide** is a 'one-stop shop' guide to working with us. It contains a summary of our strategy, together with lots of useful information about how to become active in our work and in your neighbourhood. It also shows how we can support you and gives practical advice about setting up local community groups.

**Youngsters from Coolinge Lane Estate in Folkestone worked with us to set up a teen shelter.**



## How residents made a difference 2007-2008

gives a summary of all the ways residents got involved during the year, showing how much impact their involvement had on our year's work.

## Contact us

If you would like any further information about resident involvement, call the Resident Involvement team on **0300 303 1771** or email **resident.involvement@shgroup.org.uk**.

## Translations

For help with translations, or if a large type, Braille or audio summary would be useful, please contact the Service Centre.

**Arabic** لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

**Bengali** অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

**French** Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.

**Somali** Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.

**Spanish** Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.

**Turkish** Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.