

Resident Involvement

Our Offer

Giving you accessible and flexible involvement opportunities



Introducing our Offer to you

This Offer outlines our commitment to you in respect of resident involvement, how you can get involved in the Group's work and the service and support you can expect from us.

We have worked with residents to develop this Resident Involvement Offer, agree goals for the service and set standards, making sure we are meeting your expectations and focusing on what is most important to you.

This Offer is a guideline only and does not affect or change our legal obligations to you as our resident, or your legal obligations to us as your landlord.

Our Resident Involvement Offer – agreed goals

Through all our resident involvement work we aim to:

- Understand your needs and ensure you have the opportunity to help shape the continuous improvement of our services in meeting those needs.
- Provide you with an accountable service.
- Improve resident satisfaction through involvement.
- Ensure resident involvement is focused on delivering value for money.

In delivering these agreed goals we will seek to:

- Be open about our work and ask for your opinions, using a wide range of methods.
- Demonstrate how your views have improved our services.
- Encourage both tenants and leaseholders to become members of forums, panels and groups.

What we will deliver – our Offer to you

To deliver our agreed goals we will offer you:

- A broad, flexible and accessible menu of voluntary opportunities providing you with a variety of ways to work with us, allowing all residents from diverse backgrounds and with different involvement requirements, to influence and shape their services.
- Opportunities to shape and scrutinise all services at local, regional and Group level.

- Training and support to enable you to work with us effectively.
 - Opportunities to review the impact of our involvement work on the business and on the satisfaction levels of fellow residents.
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How we will do this – Your Resident Involvement Menu

You have a broad range of ways that you can choose to become involved in the Group's work.

They are:

Resident Service Panels - Resident Service Panels provide residents with the opportunity to scrutinise and shape improvements to the services they receive. Resident Service Panel members also scrutinise the delivery of our service Offers.

Service Forums - We set up Service Forums when we are working to improve particular key services. Our forums play a key role in designing Offers across a range of our services.

Customer Service Monitors - Customer Service Monitors check that our services are up to scratch – for example, our gardening and repairs services, or the major works we carry out.

Readers Panel & ePanel - Three or four times a year we may ask Readers Panel and ePanel members to review key information or proposals. Our ePanel members use the internet to work with us.

Contract Reviewers - To make sure our contractors are providing the service standards we expect, we hold regular review meetings with them. There is a resident Contract Reviewer on each contract review panel providing a customer voice.

Resident events - We invite our residents to a range of resident events. These events are organised by our regional teams and focus on local priorities.

'What Matters to Residents' Customer Surveys - Each year we offer residents the opportunity to take part in our programme of surveys to measure resident satisfaction with a range of our key services. Surveys take place by telephone, post or through the internet.

Resident Estate Inspectors - We regularly inspect our schemes and estates, inviting residents to join us. Resident Estate Inspectors work closely with their local Resident Services Teams and, in return, they see practical changes being made in their neighbourhood.

Supporting local groups - We support estate and community groups at many schemes and estates. If you choose to set up a group, we can offer support and advice.

Service Review involvement – focus groups, workshops and interviews – We constantly review our services and involve residents in workshops and focus groups to make sure we meet your needs and expectations.

Supporting you to get involved

To enable you to get involved in our work:

- We will ensure that appropriate resources are provided for each menu option - training, support, information and expenses, to enable you to participate effectively.

Communicating our Offer

To ensure that you are able to access our menu:

- We will ensure that we publicise our Offer and Resident Involvement Menu at least once each year to all residents through Open Door – made available on our website, in print and other media formats upon request.
 - The Active Residents' Guide, containing greater details, will be available on our website and in print or other media upon request.
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Understanding the impact of our resident involvement Offer

To ensure that our resident involvement Offer is effective in delivering our agreed goals:

- We will carry out annually a comprehensive impact assessment of our involvement menu work. This assessment will help us, our partners and residents understand the effectiveness of our Offer and how it is shaping our service, delivering improvements and contributing to wider customer satisfaction.
 - We will understand who we are involving to enable us to judge the extent and effectiveness of our Offer in meeting the involvement requirements of our diverse resident population.
 - We will carry out regular satisfaction monitoring to ensure that residents feel we are taking their views into account.
 - We will publicise to residents, through Open Door and the Group's website, the results of the assessment and make them available for discussion at our Resident Involvement Service Forum and our Resident Service Panels.
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Scrutiny and review of our Offer

To ensure that you are able to effectively scrutinise our resident involvement Offer:

- We will establish a Resident Involvement Plan that will be used to monitor the delivery of our Offer.
- We will work with residents through our Resident Involvement Service Forum and through our Resident Service Panels to assess the effectiveness of the Offer and how it is being delivered.
- Where performance of the service in meeting the Offer falls short of any standards we have set, members of our Resident Involvement Service Forum and our Resident Service Panels will have the opportunity to request the development of an action plan to address the issue.
- We will review our Offer to you annually, ensuring our Offer and menu remains broad, accessible and flexible.

Consultation and involvement on the Offer

Residents are involved in monitoring and shaping this Offer. The Group's Resident Involvement Service Forum has been responsible for considering and shaping the Offer.

We welcome wider feedback on the terms and delivery of our Offer.

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

Arabic	تلقى المساعدة في الحصول على نسخ مترجمة أو إذا كان من المفيد بالنسبة لكم تلقي نسخ مطبوعة بطباعة مكبرة، أو بطريقة برايل للمكفوفين، أو مسجلة كملخصات على شريط تسجيل صوتي، فيرجى الاتصال بمركز الخدمة Service Centre.
Bengali	অনুবাদে সাহায্য পেতে হলে অথবা বড় অক্ষর, ব্রেইল অথবা টেপে রেকর্ডকৃত সারসংক্ষেপ শুনতে চাইলে সার্ভিস সেন্টারকে 0300 303 1682 নাম্বারে ফোন করুন।
French	Contactez le Centre de services pour obtenir de l'aide sur les traductions, ou si un résumé en gros caractères, en Braille ou enregistré s'avère nécessaire.
Somali	Si lagaaga caawiyo turjumista ama haddii aad jeclaan lahayd farta waaweyn, farta indhoolayaasha (Braille) ama warbixin kooban oo cajilad ku duuban, la xiriir Xarunta Adeegga.
Spanish	Si necesita traducciones o resúmenes en letra grande, Braille o casete, póngase en contacto con el Centro de Servicios.
Turkish	Tercüme konusunda yardım için, veya iri puntolu, Braille körler alfabesi ile yazılmış ya da ses kaydı olarak bir özet isterseniz, 0300 303 1683'ten Hizmet Merkezi'ni arayın.

Further information

To find out about getting involved please contact the Service Centre and ask to speak to the Resident Initiatives Team - **0300 303 1773 (option 4)**,

Or email getinvolved@shgroup.org.uk

Or go to our website at
www.shgroup.org.uk/involved

