



Getting involved

viridianhousing.org.uk

**This leaflet
explains how you
can get involved
in shaping our
service.**

Getting involved



We are committed to working with residents to improve the services we provide. We recognise that our residents have lots of valuable experience and good ideas about how we could be better.

What is “getting involved”?

It is your chance to have a say in what we do and how we do it. We do not only want to know what you think about our services, we also want to work with you to improve them.

What are the easiest ways of getting involved?

We offer a wide range of options so you can get involved in a way that suits you as we value all contributions. Getting involved does not have to be hard work or take up a lot of your time. The easiest way to get involved is simply by:

- Reading newsletters and information that we send you, as we regularly ask for feedback in them
- Talking to our employees to tell them what you think of our services and how they could be improved
- Giving us a compliment or making a complaint

I would like to do more, are there any other ways to get involved?

There are lots of ways to get involved such as:

The active residents club – A club open for all to join. Members are consulted on a regular basis via surveys and focus groups, they are also entitled to a range of benefits including free training. For more information please contact the resident involvement and community engagement team.

The National Residents Forum (NRF) – this group of residents are responsible for overseeing and monitoring resident involvement across the organisation. The NRF meets at least every three months in different parts of the country and looks at how effectively residents have been consulted about services and check we have successfully communicated information.

Surveys – we regularly carry out surveys on our services and send out questionnaires to ask your views on a wide range of issues for example satisfaction with the complaints process. We share the results of the survey with our employees and contractors as necessary, and use them to identify where our services need to improve.

Resident service inspectors – these are residents who have volunteered to help us improve our services and the way we deliver them to you. There are various activities that are undertaken by resident service inspectors, such as participation in quarterly mystery shopping exercises, inspections and quality checks. Some of these can be carried out over the phone, but some would require visiting our offices and talking to us and other residents to gather feedback on how we are doing. Visit our website for more details on how you can get involved (viridianhousing.org.uk)

Scrutiny panels – these are groups of residents that meet quarterly with housing management, assisted living and support teams to discuss service delivery in their particular area. The scrutiny panels will discuss and agree actions to address local issues and will be a key point of contact between residents and us. The panels will also make recommendations and raise areas of concern through a quarterly report to the National Residents Forum.

Focus groups – these are usually one-off meetings to consult with residents about important issues. They give us a really good idea of how our residents feel about their homes and communities and what is important to them. We invite residents who are members of the active residents club or those who have previously contacted us about a specific issue to attend the focus groups, and they are a good way to have your say if you do not have time to commit to regular meetings.

Resident editorial group – some residents have volunteered to tell us what they think of our leaflets, newsletters and policy documents. We send out draft information which the residents review and comment on. This kind of consultation often needs to be done quickly so our newsletters and leaflets can be printed on time, and we often use email or the website to do this.

Resident, estate and area champions – these are residents who act as champions for their local communities. A key role for the champions is to play an active part in their estate or area life and, together with us, carry out inspections of communal areas, monitor service delivery and feed back any comments or concerns to us.

Board member – the Board is responsible for running our organisation. It makes important decisions about how the organisation is run and the work we do. Senior employees make recommendations to the Board, but the Board has the final say. The Board is made up of members from the business community, people with high levels of experience in public sector work and residents.

Complaints panel – residents sitting on the complaints panel are trained to carry out reviews of complaints to decide whether the complaints procedure was followed and a fair decision reached at the previous stages of the process.

Youth activities – Youth Activities for All (YAFA) is a variety of activities for young people aged 7-21. The activities cover areas involving health and fitness, team work/building, specific skills for example fashion design or bike maintenance projects. These projects take place on or near our estates.

The Big Idea – is a suggestion scheme and residents can use it to tell us how we can make our services better. We want to hear all ideas, big or small, and we offer gift vouchers for any idea that is used (conditions may apply).

Tenants and residents' associations – residents can set up or join a recognised group of like-minded people. We will support residents who wish to set up a new tenants or residents' association in their area by providing support, training and advice on how to do this. Small grants may also be available.

Our website – visit us online at viridanhousing.org.uk to keep up to date with what is happening and check the 'Get involved' section. We also have a resident consultation area, where all of our consultations are posted online for you to send us your comments. You can also use the website to find out about our different types of homes, the full range of services we offer and report a repair, look under the 'Resident and communities' section.

How can you support me if I want to get involved?

To make sure as many residents get involved as possible we will:

- Arrange meetings and events at different times to suit everyone's availability
- Send you information which is clear and easy to understand
- Provide training so you know what to do
- Making sure meetings are held in suitable buildings that are accessible to all residents, pay your expenses when you attend meetings for example, petrol mileage payments, taxi fares and childcare costs
- Provide interpreters to help you if English is not your first language
- Provide information in different formats as required for example, large print, Braille or recorded on audio tape

How do I find out how good you are at involving residents?

Once a year we send out a satisfaction questionnaire on a range of our services, including resident involvement, to a randomly selected number of residents across all regions. We ask similar questions in our national resident survey which is sent to a random sample of residents every three years. We use the results of both these surveys to help improve the way we involve residents and the results are published on our website and in our resident newsletter.

Will I be consulted about matters that affect me anyway?

Yes, your tenancy agreement gives you the right to be consulted about:

- Changes in the management and maintenance of your home, such as passing certain services to outside contractors
- Improvements or major repairs to your home or estate
- Plans to demolish your home
- Plans to transfer your home to another landlord

In addition to the ways set out in this leaflet, we will inform you of any matters affecting you in a variety of ways such as in writing, in resident newsletters, at meetings or during personal visits or telephone calls.

Help and advice

If you have any questions, need help understanding this leaflet or would like it in another format, for example in large print, Braille or on audio tape, please contact your local or regional office. Full details can be found in our 'How to contact us' leaflet or on our website **viridianhousing.org.uk**

Arabic

إننا نندرك بأنه يوجد لدى سكاننا مقداراً كبيراً من الخبرات القيمة والأفكار الجيدة حول كيف يمكننا بأن نعمل بشكل أفضل، ونشرح لك هذه الكراسة كيف يمكنك أن تقوم بالمشاركة. إذا أردت نسخة من هذه الكراسة بلغتك الخاصة، يرجى الاتصال بمكتبك المحلي أو الإقليمي.

Pashto

مور پوهېزو چې زموږ د کورونو اوسېدونکي په دې اړه چې مور خپلې چارې څنگه ښې کړو ارزښناکي تجربې او ښې نظريې لري، دا معلوماتپاڼه بيانوي چې څنگه تاسې کولای شي په دغه کار کې برخه واخلي. که غواړئ چې د دغې معلوماتپاڼې يو نقل يې پر خپله ژبه تر لاسه کړئ لطفاً له خپل ځايي يا سيمه ييز دفتر سره تماس ونيسئ.

Polish

Zdajemy sobie sprawę z faktu, że nasi mieszkańcy posiadają ogromną wiedzę i mają cenne pomysły, które mogą pomóc w poprawie naszych usług. Niniejsza ulotka objaśnia, w jaki sposób mogą Państwo nam pomóc. Jeżeli chcieliby Państwo otrzymać tą ulotkę w języku polskim, prosimy o kontakt z lokalnym lub regionalnym biurem.

Russian

Мы признаем, что у наших жильцов имеется большой и ценный опыт, а также рациональные идеи о том, как мы можем повысить качество наших услуг. В этой листовке объясняется, как можно принять более активное участие в этом процессе. Если вы хотите получить копию этой листовки на вашем родном языке, обратитесь в местную или региональную администрацию.

Somali

Waxaannu ogsoon nahay in degganeyaashayadu ay leeyihiin waayo aragnimo farabadan oo qiime leh iyo firkado fiican oo farabadan oo ku saabsan sida aannu isku wanaajin karno waxuuna buugyarahanii kuu sharxayaa sida aad nooga qayb geli karto. Haddii aad rabto in aad buugyarahan ka hesho nuqul ku qoran luqaddaada gaarka ah fadlan la xiriir xafiiska xaafaddaada ama gobolka.

Spanish

Reconocemos que nuestros residentes tienen extensa y valiosa experiencia y buenas ideas acerca de cómo podríamos nosotros mejorar y este folleto explica cómo puede usted participar. Si usted desea recibir un ejemplar de este formulario en su propio idioma, sírvase comunicarse con su oficina local o regional.

Turkish

Sakinlerimizizin bizim nasıl daha iyi olabileceğimiz ile ilgili olarak çok fazla değerli tecrübelerinin ve iyi fikirlerinin olduğunun farkındayız ve bu yaprakçık sizin bize nasıl katkıda bulunabileceğinizi izah etmektedir. Eğer bu yaprakçığın kendi dilinizde olan bir kopyasını arzu ediyorsanız, lütfen yerel ya da bölge ofisiniz ile temasa geçiniz.

resident approved



Mixed Sources

Product group from well-managed forests, controlled sources and recycled wood or fibre

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