



Getting involved

This factsheet tells you about different ways you can get involved in shaping our services. We welcome feedback from our residents, and you can get involved in as much or as little as you feel you are able to. We want to ensure every resident has a voice and this will help us to improve our services to all residents.

What is Resident involvement?

Resident involvement is about giving our residents that opportunity to have a say in the way we provide our services to you. We know many residents already play an active part in the improvement of our services by:

- attending meetings within their own scheme.
- taking part in community events and coffee mornings.
- making complaints or compliments.
- following us on social media; and
- informally talking to members of our team.

Tenant led scrutiny.

We would like to have a small number of residents who would like to meet on a quarterly basis to carry out more detailed scrutiny of our performance. This includes looking at:

- How we perform against our published service standards.
- The results of resident surveys,
- Feedback from resident meetings across our schemes; and
- Summaries of our complaints and compliments.

We do not have an active group at the meeting, but please contact us if you are interested in getting involved. We will support residents by:

- Giving training to fulfil the role.
- Payment to cover reasonable expenses such as travel costs, or help those who care for others to allow them the time to take part; and
- Ensuring communication methods are appropriate, e.g. ensuring that any information we supply is clear and easy to understand and in an appropriate way, this could be aiding such as translating documents into braille, audio, another language, or large print.

If you would like further information about resident involvement opportunities, please contact a member of our team.