

North Lincolnshire Homes

Talk to us in:

0800 707 6131 للتكلم معنا باللغة العربية الرجاء الاتصال على هذا الرقم (Arabic)

বাংলায় আমাদের সাথে কথা বলতে হলে অনুগ্রহ করে এই নম্বরে 0800 707 6132 যোগাযোগ করুন। (Bengali)

用粤语与我们交谈，请致电 0800 707 6133 (Cantonese)

हमारे साथ हिन्दी में बात करने के लिए कृपया 0800 707 6134 पर फोन करें (Hindi)

0800 707 6135 بۆ قسه کردن لێ طهه لای نهمه به کوردی سورانی تکلیه ئهوه قهده بکه به (Kurdish Sorani)

Aby rozmawiać z nami po polsku prosimy dzwonić na numer 0800 707 6136 (Polish)

Para falar conosco em português por favor telefone para 0800 707 6137 (Portuguese)

ਸਾਡੇ ਨਾਲ ਪੰਜਾਬੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਟੈਲੀਫੋਨ ਕਰੋ 0800 707 6138 (Punjabi)

Для того, чтобы разговаривать с нами по-русски, пожалуйста звоните по номеру 0800 707 6139 (Russian)

Si aad Soomaali nagula hadashid fadlan na soo wac 0800 707 6140 (Somali)

ہم سے اردو میں بات کرنے کے لیے براہ مہربانی ٹیلیفون نمبر 0800 707 6130 پر فون کریں۔ (Urdu)

North Lincolnshire Homes

Everything you need to know about Resident Involvement

**For information in larger print, audio or any
other format please call (01724) 279900**



North Lincolnshire Homes, Meridian House, Normanby Road, Scunthorpe,
North Lincolnshire, DN15 8QZ, Telephone: 01724 279900

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How to get involved in Resident Involvement

Dear Resident,

Thank you for taking the time to read this brochure. We hope the information will encourage you to become involved in resident involvement activities within North Lincolnshire Homes.

In the past it has been difficult for tenants and leaseholders to get involved in matters that affect their homes and communities.

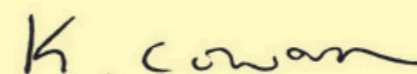
Our objective is for the views of all our tenants and leaseholders to be heard, and for those views to be taken into account when planning, developing and reviewing service delivery.

North Lincolnshire Homes provides a dedicated Resident Involvement Team whose remit is to ensure that all tenants are given the opportunity to participate in the decision making process, in ways that are suitable and comfortable to them. For those tenants expressing their wish to become involved, the Resident Involvement Team will offer the necessary support required. This support ranges from the provision of training, to the reimbursement of any expenses incurred.

If you would like further information on resident involvement opportunities then please contact the Resident Involvement Team on 01724 298871 or e-mail resident.involvement@nlhomes.org.uk.

You can also register your interest to be actively involved by completing the Menu of Options leaflet. If you have any special needs such as larger print, Braille, translation, audio or you require any other form of support then please ask us and we will do our best to help.

Yours sincerely



Karen Cowan
Resident Involvement Manager

The Resident Involvement Team

The Resident Involvement Team is here to offer help, advice and support to any tenant who wants to be involved in working in partnership with North Lincolnshire Homes to influence improvements to its services.

We will, along with the housing officer, also offer ongoing support when a group of residents wishes to set up a residents group.

The support on offer at the early stages includes:

- Finding a venue for meetings
- Administrative support for agendas, minutes of meetings and newsletters
- Providing the group with useful contacts for inviting people to meetings, e.g. North Lincolnshire Homes Officers and partner agencies such as the police and the council

Each volunteer is also offered free training and support so that they can participate effectively.

Why get involved?

Getting involved and participating is an important way for you to get your views and needs heard, as well as giving you the chance to influence decisions which affect your home and community. North Lincolnshire Homes is committed to making sure tenants are happy with how their homes and neighbourhoods are managed.

Are there different ways to participate?

There are many ways in which you can participate with North Lincolnshire Homes. Resident associations are the most popular form of participation but there are many other structures and opportunities such as tenant inspectors, Rural Voice representatives, focus groups, specific interest groups and working parties. To see the full range of opportunities available, please see the following Menu of Options.



Menu of Options

Would you like to be involved?

	DESCRIPTION	TIME REQUIRED
<i>Starters</i>	<ol style="list-style-type: none"> 1 Basic information on resident involvement opportunities 2 Becoming an Ordinary Member 	Half an hour for a chat. Yearly Annual General Meeting.
<i>Special Offers</i>	<p>Which of these service review areas would you like to influence?:</p> <ol style="list-style-type: none"> 1 Costs and budgets 2 Customer services, publicity & information 3 Disability and special needs housing 4 Neighbourhoods & environment 5 Housing allocations 6 Local housing policies 7 Nuisance & disorder 8 Rent & rent arrears 9 Repairs & improvements 10 Service charges 11 Sheltered housing 12 Welfare & support services 	Example: One 4 hour meeting per week for 6 weeks.
<i>Main Courses</i>	<p>Becoming part of a regular group that works in partnership with us on a regular basis:</p> <ol style="list-style-type: none"> 1 Resident Associations 2 Tenant Inspectors 3 Sheltered Housing Panel 4 Leaseholders Forum 5 Community Voice 6 Special Interests Group 7 Learning Disabilities Group 	Regular meetings held either on a monthly, quarterly or half yearly basis.
<i>Side Dishes</i>	<p>From your own home:</p> <ol style="list-style-type: none"> 1 Rural Voice Questionnaire 2 E-Mail Quick Response Panel 	Occasional input from home.
<i>Desserts</i>	<p>One off, quick hit involvement:</p> <ol style="list-style-type: none"> 1 Focus Groups 2 Mystery Shopping 3 Estate Inspections 	One off sessions, lasting a couple of hours.

Resident Associations

A residents' association is a group of people living in a neighbourhood/ residential area, block or street who want to improve the quality of life on their estates.

A residents' association works to promote the interests of all residents and brings local communities together.

There are many reasons why people wish to get together and form associations:

- To campaign for something – e.g. better repairs service, better grass cutting service, community facilities for youngsters
- To campaign against something – e.g. new housing policies, closure of local facilities
- To increase community spirit
- To make sure people in a neighbourhood residential suburb are informed of issues which may affect them
- To arrange social events – e.g. coach trips, jumble sales, summer fayres etc.

Tenant Inspectors

Tenant Inspectors are volunteers who inspect and challenge all aspects of the housing service. Some of the duties that they undertake include:

- Acting as Mystery Shoppers
- Carrying out neighbourhood / estate inspections with housing officers
- High rise flats inspection visits
- Empty home visits
- Open door visits (including sign ups and introductory tenancy visits)
- Public information inspection visits at customer access points
- Public information inspection visits at sheltered schemes
- Testing of access to website and information available
- Resident association housing officer support checks
- Call centre / repairs reporting
- Repairs telephone survey
- Improvement works telephone survey
- Environmental / grounds maintenance feedback
- Improvement work quality checks
- Improvement work telephone checks



Sheltered Housing Panel

The Sheltered Panel is a constituted group of tenant representatives from each of the 21 North Lincolnshire Homes Sheltered Dwellings. This group meets quarterly to discuss common issues. The large geographical area of North Lincolnshire has, in the past, made it difficult for residents to meet and share their experiences. The Sheltered Panel solves this problem as it provides and maintains a link between the residents and North Lincolnshire Homes, and it gives tenants the opportunity to influence the decisions that specifically affect them.

Rural Voice

Because of transport issues, it is not always easy for tenants who live in rural areas to become involved in North Lincolnshire Homes' decision making processes. This barrier to

involvement has now been addressed in the form of a participation structure that tenants can be involved in, without leaving the comfort of their own home!

Tenants from the rural villages can choose to be involved in either a postal or an email consultation structure. This means that tenants can register to receive a quarterly North Lincolnshire Homes questionnaire or survey form that they can complete from their own home, at their own leisure. This will allow them to put their views across to North Lincolnshire Homes, to influence improvements to services and to directly take part in the decision making process.

This type of involvement structure is also attractive to tenants who prefer to tap into modern technology, with the option to receive and complete survey forms via e-mail.

E-Mail Quick Response Panel

Tenants who are willing to comment on text that is sent through to them via email for the checking of jargon and understanding. This group provides a quick response by e-mailing their views directly back to North Lincolnshire Homes.

Focus Groups

A one off meeting to discuss a particular topic area (usually with a small group of tenants and one or two North Lincolnshire Homes officers). At the meeting, the tenants will be asked to put forward their own personal viewpoints on the particular topic area in question. For example, the focus group could consist of young people and the North Lincolnshire Homes officers could be asking them what kind of support would have been helpful to them when they first took on their tenancies.

Special Interest Group

Black and minority ethnic community representatives. This group meets with North Lincolnshire Homes to discuss specific requirements in terms of culture, tradition and religious beliefs. Communication formats are also considered. The meetings are informal and are held on a six monthly basis.

Mystery Shoppers

A number of tenants who test out the actual delivery of North Lincolnshire Homes services in a planned and structured way, over a short period of time.

Estate Inspections

Residents are invited to take part in estate walkabouts, together with housing officers and tenant inspectors. Each week an estate inspection takes place in a different neighbourhood. The forward plan of dates, times, locations and meeting points for the inspections can be found on the North Lincolnshire Homes website - www.nlhomes.org.uk



Leaseholders Forum

Leaseholder representatives who come together quarterly to discuss common issues such as service charges.

Learning Disabilities Group

This group varies from tenants with different levels of disability, service users waiting allocation, service users who will be moving to North Lincolnshire Homes, carers, social services support staff and private care support. The group meets every six months.

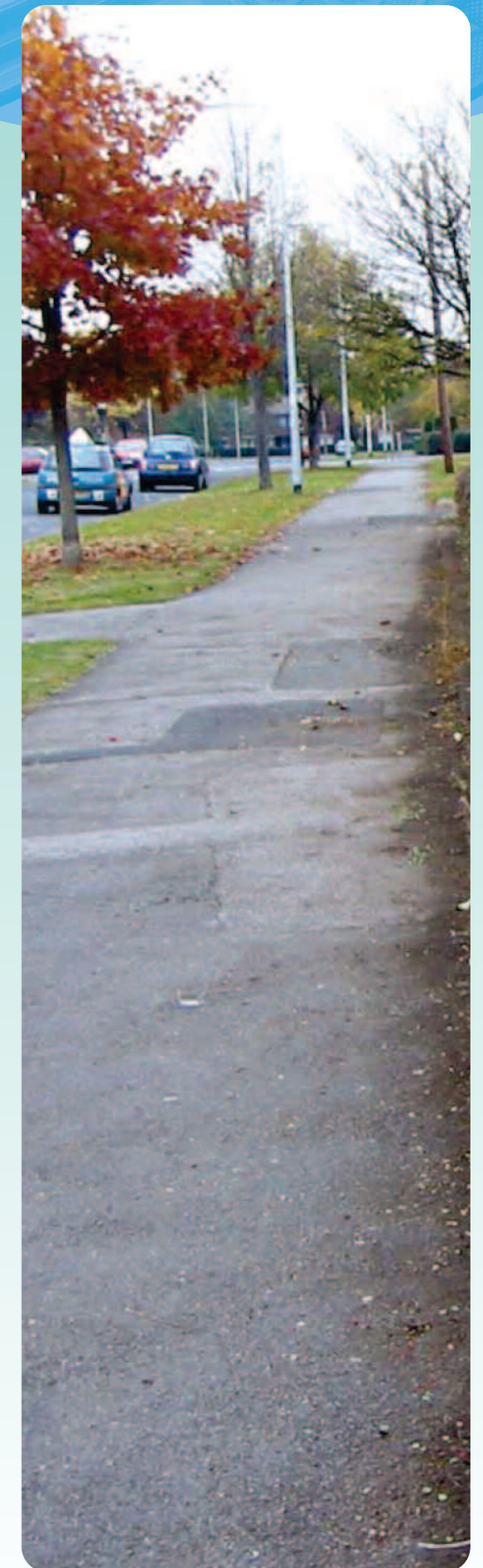
Community Voice

Community Voice is the main constituted resident group structure that is supported by North Lincolnshire Homes. This group consists of residents working together to influence improvements to North Lincolnshire Homes policies and services, with the aim of creating a better quality of life for all North Lincolnshire Homes residents. Community Voice meetings usually take place on a monthly basis in a formal meeting setting. Sub groups of Community Voice are also pulled together to work on specific topics.

For example:

Tenants Scrutiny Panel

A group of tenants, suitably trained, who look in depth at the way that North Lincolnshire Homes provides its services.





Thank you for taking the time to read this booklet

If you would like to register your interest in any of the involvement structures mentioned in this brochure then please either:

- Telephone the Resident Involvement Team on 01724 298871
- E-mail resident.involvement@nlhomes.org.uk
- Complete the menu of options leaflet at www.nlhomes.org.uk
- Complete the menu of options leaflet and post it to:
Resident Involvement, North Lincolnshire Homes,
Meridian House, Normanby Road, Scunthorpe,
DN15 8QZ