

GET INVOLVED!



R E S I D E N T I N V O L V E M E N T S E R V I C E S T A T E M E N T

Get Involved!

CVCHA is a resident led, community based and community focussed organisation. We are committed to including you in decision making, involving you in developing, improving and monitoring our services and in making a real difference to your neighbourhoods and communities.

We are committed to promoting, encouraging and supporting a variety of opportunities for you to be involved. You choose the level that suits you and the activities that will get results, build your confidence and are fun to do.

Why is your involvement important to us?

- It defines who we are, where we want to be and what our priorities are
- It improves our services
- It makes us listen, respond and be accountable to you
- It tells us what is really going on in communities
- It tells us how well we are doing and where we need to concentrate our activities
- It gives us new ideas, develops new services and strengthens our relationship with you
- It helps us give value for money, spending on priorities that are important to all of us.

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RESIDENT INVOLVEMENT

SERVICE STATEMENT



What does getting involved do for you?

- It puts you in the driving seat – leading and challenging us to be excellent
- It improves your homes, your environment and your communities
- It gives you a real voice and a stake in the future of Castle Vale
- It gives you the opportunity to gain new skills and increase your confidence.

How does your involvement fit with our strategy for including residents in everything we do?

Our Resident Inclusion Strategy developed with residents, has 5 key themes –

- Theme 1 – Residents taking a leadership role
- Theme 2 – Ensuring effective consultation and research
- Theme 3 – Providing increased choice and participation
- Theme 4 – Enhancing social capital – a community's skills and confidence
- Theme 5 – Making sure CVCHA is accountable.

Our Resident Inclusion Strategy identifies Key Actions and turns our aims, your aspirations and your community ideas into something real.

Our staff work in partnership with you, with external partners and with stakeholders to ensure that together we achieve the widest possible impact of resident inclusion for us, for you and for your neighbourhoods.

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How can you get involved ?

If you want to get involved, we provide a wide-range of ways so that you can choose the way that suits you best. These include –

- Being kept informed through newsletters and membership of our “Making a Difference” Club
- Responding to our surveys and consultations, giving us your comments, complaints and compliments
- Joining us on our Walks and Talks to identify issues in your neighbourhood
- Working with us to tackle a particular local issue or develop a local action plan or delivering services yourselves through resident management organisations
- Helping us to communicate with residents better through joining the reading, editorial or website panels
- Taking part in a focus group exploring a specific service or issue
- Becoming a resident inspector, a contractor liaison officer or mystery shopper to demonstrate we provide consistently good services
- Joining a residents’ association and getting local action on local needs
- Getting together with an informal group of residents with whom we can chat and bounce ideas off and who support each other
- Helping us get our service right first time by joining one of our service improvement groups
- Joining our leaseholders or homeowners group making sure we are responding to the needs of all our residents
- Joining our scrutiny panel to examine and challenge how well we are doing
- Becoming a board member leading us, building our strength, deciding our priorities and developing our approaches.

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What can I expect from getting involved?

- Choice in how you get involved that suits your needs and circumstances
- Support for being involved, whether that's training or reasonable expenses (travel and childcare)
- That all the opportunities and activities offered are open and accessible to all
- Help, advice and support from a dedicated Resident Inclusion Team with a dedicated budget for groups, projects and activities
- Help, advice and support from your fellow involved residents
- Fun, interesting things to do and the chance to make new friends.

How will you know what's going on?

- We will keep you up to date with opportunities to be involved through our newsletters, events, posters and information at our offices.

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Service Standards

Service Standards

- Every year we will report on the changes that have been made to our services and your neighbourhoods and community as a result of your involvement
- Our Annual Impact Assessment report will show you what has been achieved and will set the priorities for the year ahead
- We will agree these priorities with you and produce an annual Resident Inclusion Statement
- We will review the Resident Inclusion Statement annually and the Resident Inclusion Strategy every three years
- We will look at how well other organisations are doing and compare ourselves against them
- Review of the Resident Inclusion Strategy, and thereafter review the revised statement annually as part of the annual impact assessment.

How do I find out more?

This Service Statement provides the basic information about the different ways you can get involved with CVCHA to make sure we achieve our aims. We have a dedicated Resident Inclusion Team who will be able to help you get involved in a way that suits you.

If you want to know more, get a copy of our Resident Inclusion Strategy or have any questions, please call us on 0121 748 8100 or email us at rit@cvcha.org.uk

CVCHA Contact Details

Visit or write to: CVCHA, 11 High Street, Castle Vale, Birmingham B35 7PR

Telephone: 0121 748 8100 E-mail: contactus@cvcha.org.uk Fax: 0121 748 8105

This Service Statement is the result of a policy specific to Resident Involvement Policy Number 1700a.

It was approved on 31.1.2010 and will be reviewed as part of our best value process.

REF/1700a

