



A guide to
**Resident involvement with
Circle 33 Housing Trust**

So
**much
more**
involvement



Why should I get involved?

Here at Circle 33 we have a vision of 'involving you in everything we do', and 'being a listening organisation' – staying in touch with what you want'.

To provide services that people want, and to meet the needs of our diverse community, customers need to be at the heart of what we do. Involvement is a two way process, where residents are able to influence decisions and take part in what is happening.

How do I get involved?

There are a number of ways for you to get involved. You can choose how to get involved and when – and select the type and level of involvement that suits you best. If you would like to get involved in one or more opportunities, then we would love to hear from you. Please choose from the menu of opportunities in this leaflet and return your interest slip to Team for Communities.

By getting involved you can:

- Influence decisions that affect your housing service.
- Make your area a better place to live.
- Give us your views on the services you receive.
- Be part of an interest, improvement or review group.
- Help us to better understand the needs of people from diverse groups.
- Help us to provide better quality, customer focused services.
- Develop your own skills

I haven't done anything like this, before, how can I help?

We are interested in hearing people's views and suggestions from all areas, gender, age, ethnic origin, and especially from customers with diverse needs, who are often under represented.

Support and training will be provided where necessary, and there will always be someone there to help.

How much time will it take?

Different levels of involvement will take different amounts of time depending on what you want to do. Involvement can range from a five-minute telephone call to a full day session. It can be a 'one off', or you could get involved on a regular basis.

Menu of involvement

Circle 33 Community Chest Panel –

Be involved with providing financial support for resident-led and delivered community activities and projects.

Complaints Learning – A group set up to look at individual cases and patterns of complaints, and to ensure that lessons are learnt to improve services where needed.

Editorial Review Panel – Residents recruited to bring ideas and help us to communicate effectively to all residents.

Estate Champions – Individual estate-based residents who support estate inspections/walkabouts and other local projects.

Focus Group – Focus groups meet to discuss a specific subject or issue in an informal setting. After the discussion, Focus groups may then dissolve or continue as a standing consultation group.

Have your Say Panel – If you don't fancy committing set hours to being involved, then look no further, this may be for you. Pop in and out at your own leisure. There is a wide range of topics to discuss such as Equality & Diversity, Letting Standards and Anti-social behaviour to name a few.

Homelife Newshounds – Residents of all ages help to write articles and carry out interviews that can be put into our Residents magazine.

Menu of Involvement

Joint Commission – Elected membership group. There are 12 members, 4 will sit on the Circle 33 Trust Board. Joint Commission members are provided with training and support to help build their capacity to sit on the Trust Board. They are representatives from Estate Champions, Local Links, Neighbourhood Board Street Representative and Tenant and Resident Associations. They review quarterly reports from senior managers based on the delivery of services to all our Residents.

Local Links – Individual elected estate-based residents (up to 2 per estate) where residents do not want a formal group set up.

Maintenance & Reinvestment Forum – A sub group of the Joint Commission which informs and monitors reinvestment and grounds maintenance programmes.

Major Improvement Works Panel – This is new for 2008. It will be a working group of Residents, Staff and Contractors, which will meet every month to ensure that the work being carried out to properties that require new Kitchens, Bathrooms, and any additional work are being carried out to the service and standard the group set.

Mystery Shopping – Test the services we provide to all Residents. This can be either a telephone call or a visit to one of our offices with pre-agreed questions. This helps us to review our service standards.

Menu of Involvement

Neighbourhood Action Plans – Working with local Residents on demographic, borough and ward priorities. Tackling priorities together and reviewing on an annual basis. You will have your area Customer Service Manager to help and support you.

Neighbourhood Boards – Members of this group will come from Street Property Representatives. By coming together as a group and holding a meeting, they will be able to share news, raise issues and work with the relevant Customer Services Team Manager for their area.

Patch Newsletters – This is a general communication feedback method. Find out about your next Tenant & Residents meeting, updates on the progress of your areas Neighbourhood Action Plan.

Procurement Project Team – A new group formed to support the setting up of a new contract on new estate services to be provided and external Improvements, for example painting of external walls.

Questback Surveys – On-going customer satisfaction surveys. These are focused mainly on the main day to day service areas. These surveys also help us to ensure we are on track with performance and that residents are satisfied.

Menu of Involvement

Residents Conference – Annual conference organised with the guidance of the Conference Planning Working Group. All Circle 33 residents are invited to come along. We will feedback on the past year’s work to residents and let you know what we will be doing to improve on services for the following year. This is where we announce the results of the elections for membership to the Joint Commission.

Resident Involvement Guide – This is a practical handbook. It was developed by Residents and Staff to outline guidelines and the procedures on options of Resident Involvement. This contains examples of draft constitutions, funding opportunities and contact details. It is reviewed every year to ensure it is up to date and that we are providing everything we should to you.

STATUS Surveys – This will be carried out every three years. They help us to find out how satisfied all Residents are with what we are doing. It covers all areas of the services we provide to you.

Tenant and Resident Associations (TRA’s) – Getting together with neighbours to discuss issues affecting your local area. It is a great way for people to have a collective voice and come together to tackle local issues, arrange social events and build community spirit. A start up grant of £500 will be awarded once a committee is formed.

Letting us know what you would like to get involved in

If you want to know more about getting involved, please put a tick in the boxes you are interested in and we will contact you when opportunities to get involved come up.

- Community Chest Fund Panel
- Editorial Review Panel
- Estate Champions
- Focus Groups
- Have you Say Panel
- Home Life Magazine (News Hounds)
- Joint Commission Member
- Local Links
- Maintenance and Reinvestment Forum
- Major Improvement Works Panel
- Mystery Shopping
- Neighbourhood Action Plans (NAP's)
- Neighbourhood Boards
- Patch Newsletters
- Procurement Project Team
- Questionnaires (Quest backs)
- Residents Conference
- Resident Involvement Guide
- Service Improvement Groups (SIG's)
- Surveys (Status and one offs)
- Tenant & Resident Associations (TRA's)
- Our Website

This information will be treated as confidential and will only be used to monitor who is getting involved in our services.

Name: _____

Address: _____

Postcode: _____

Telephone Number: _____

Email: _____

1. Your Ethnic Origin:

White

- British
- Irish
- Other

Mixed

- White and Black Caribbean
- White and Asian
- White and Black African
- Other mixed

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Other Asian

Black or Black British

- Black Caribbean
- Black African
- Other Black

Chinese or other Ethnic Group

- Chinese
- Other ethnic group (please indicate below)

2. Your Gender

- Male
- Female

3. Your Age:

- Under 16
- 16 - 19
- 20 - 29
- 30 - 39
- 40 - 49
- 50 - 59
- 60 - 74
- 75 and above

4. What is your sexual orientation?

- Bisexual
- Heterosexual/Straight
- Gay Man
- Gay Woman / Lesbian
- Transgender
- Other
- Prefer not to say

5. What is your religion?

- None
- Buddhist
- Christian
- Catholic
- Jewish
- Muslim
- Sikh
- Prefer not to say

Any other religion (please write below)

6. Do you have a disability or impairment?

- Yes
- No

If yes, which category best describes your disability?

- Blind or partially sighted
- Wheelchair user or other mobility difficulties
- Deaf or hearing impairment
- An unseen disability, e.g. diabetes, epilepsy, asthma, dyslexia
- Mental health disability
- Learning Disability
- Other disability (please indicate)

How would you like us to contact you?

(please tick all that apply)

- Telephone
- Email
- Letter
- Audio Tape
- Braille
- CD

Do you require large print?

- Yes
- No

Is English your first language?

- Yes
- No

If no, please state:

Please return to:

Team for Communities, Corsica
Street, Highbury, London N5 1JG

Bengali

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন। 0207 7288 4186

Portuguese

Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado. 0207 7288 4186

Chinese

此文件含有關於一般副標題的說明。若您想要將此文件列印為大型字體、製作成點字版、燒錄為光碟、錄製成錄音帶或翻譯為您的母語，請撥打以下電話號碼與我們聯繫。 0207 7288 4186

Spanish

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente. 0207 7288 4186

French

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous. 0207 7288 4186

Turkish

Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız. 0207 7288 4186

Greek

Αν χρειάζεστε οποιοσδήποτε από αυτές τις πληροφορίες σε εκτύπωση, Μπράιλ, σε CD, κασέτα ή να σας επεξηγηθεί στη γλώσσα σας παρακαλούμε επικοινωνήστε μαζί μας στο παρακάτω τηλέφωνο. 0207 7288 4186

Urdu

ان معلومات کے کسی حصہ کی اگر آپ کو بریل، سی ڈی، آڈیو ٹیپ یا اپنی زبان میں وضاحت کی ضرورت ہو تو، براہ کرم ہم سے نیچے دیے گئے نمبر پر رابطہ کریں۔
0207 7288 4186

Kurdish Sorani

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0207 7288 4186

Vietnamese

Tài liệu này cung cấp thông tin về các khẩu hiệu chung. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây. 0207 7288 4186



INVESTOR IN PEOPLE



www.circleanglia.org

**You can always pick up the phone
and call on:**

0800 073 0417 or 0207 447 3100
or 0845 697695

You can also write to:

Resident Involvement Services Manager

Team for Communities
Circle 33 Housing Trust
1 – 7 Corsica Street
Highbury
London
N5 1JG

Or email:

Sarah.schofield@circleanglia.org

**We would be really pleased
to hear what you have to say.**



Circle Anglia is committed to ensuring that all our publications are accessible to all. For further information on this service or to request a publication in an alternative format contact the Marketing & Communications team on 01603 703815 or info@circleanglia.org

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