

# Your Guide to Resident Involvement

We want residents to be in the driving seat when it comes to improving the services they receive

## WHAT DO YOU WANT?



Salvation Army  
Housing Association  
A Charity Supporting  
Independent Living

 business to support people





## ABOUT RESIDENT INVOLVEMENT:

**Resident Involvement** happens when residents 'have a say' in the services they receive and when they are able to influence the decisions that affect their home.

SAHA need to know what you think, to allow us to improve services to meet your needs. You can be involved and give us your views in many different ways, depending on your own preferences.

This booklet is intended to give residents an idea of the options that are available.

Please take a few minutes to check out your options, then simply complete the form at the end of the booklet and hand it to a member of SAHA staff, or return it FREEPOST to the address provided.



## How much time will it take?

Different levels of involvement will take different amounts of time. The quickest way is to simply fill out a short survey from time to time. If you want to do more, you could come to meetings - they last approximately an hour.

We have 'one off' meetings and also regular events, so you can choose what you want to attend, and when. To show how much time activities take and how they can influence services, each activity listed in this leaflet has a key.

**It's up to you when and how you become involved.**



Look out for the Key Symbols next to each activity

## KEY GUIDE



Activities with more clocks take more time



Activities with more stars have a greater influence on services



I haven't done anything like this before - I'm not sure it's for me?

## DON'T BE PUT OFF!

We are here to help you get involved at a level you are happy with.



We want to encourage everyone from our diverse communities to be involved. Some people have been under-represented in the past including young people, older

residents and people from black and minority ethnic communities. Whatever your needs, we aim to offer something for you.

**We offer training and support where necessary, just ask and we will be happy to help!**



## how you can be more involved

# 1

### Residents Meeting



SAHA hold a number of residents meetings every year. This gives residents an opportunity to talk to either a support or project worker, or local Housing Officer on specific issues who can give one-to-one feedback. You can contact your local member of SAHA staff to find out when these meetings are scheduled, normally an agenda is distributed to residents before the meeting and minutes are issued after the meeting, to let everyone know what has been discussed.

### Scheme 'Neighbourhood Improvement Agreement'

# 2

This involves the local member of SAHA staff (support or project worker, or local Housing Officer) holding a meeting with residents to identify what they think of the scheme 'now', and how they would see the scheme if it was, in their opinion 'excellent'. Together SAHA staff and residents agree on an action plan (with actions for both SAHA and the residents) to work towards the local community or centre becoming a 'better' place to live, with the overall aim of it becoming an 'excellent' place to live. This is monitored and reviewed every 12 months.



Here are **11** options you can choose from

# 3 Resident Focus Group



A Focus Group is a discussion with a group of people about a particular topic or area of SAHA's service. These can be one-off sessions, and are normally held locally, the aim is to gain a better understanding of attitudes and opinions.





## Email Consultation Group

# 4

Residents take part in the Email Consultation Group by providing their email address. Each survey is short; 5-10 questions, requiring yes/no or 1-5 type responses, taking under one minute for residents to complete. This is a quick convenient method for resident consultation on various issues.



## 5 Residents Associations

# 5



Although residents' associations may have slightly different objectives, most include improving the local area, bringing residents together and representing residents when talking to people from the local authority or SAHA. SAHA are keen to see more residents setting up associations and, if required, we will attend meetings and offer help and advice. Support is also offered to those residents who wish to have informal groups rather than formal associations. They can have a constitution, which lays out the rules of the association and explains its purpose. TARA's (Tenants and Residents Associations) may be entitled to a set up grant from SAHA.

# 6

## Customer Panel

SAHA has a Customer Panel consisting of residents from foyers, centres and general needs housing, who are consulted (usually through surveys) on a regular basis on various issues, such as potential policy or procedural changes, or more local issues. Their feedback is taken into consideration before any changes are made and their ideas are incorporated as much as possible. The Customer Panel also have the opportunity to attend conferences/workshop days - where the group meets up to provide feedback, suggest ways to improve SAHA's services or receive training.





## Resident Editorial Group

# 7

The group is made up of a small number of residents, approx 8-10, split between the North and South. Meetings can be chaired by a resident and facilitated by the Resident Involvement Coordinator. Meetings occur alternately North and South as required throughout the year, to ensure all members get an opportunity to attend locally.



The group is responsible for reviewing all key documents that SAHA provides to residents to ensure that they are written in plain English and are presented in a user friendly way. Documents are provided to the members (max 3) in advance of the meeting so they can be reviewed at the resident's leisure before the meeting takes place. At the meeting the language and presentation of each is debated along with issues such as corporate branding.

All documents that go through the group are branded 'approved by residents' to demonstrate the group's valuable input.

# 8

## Being a 'Mystery Shopper'

As a Mystery Shopper, residents can test out different aspects of SAHA's services (e.g. reporting a repair, or making a complaint) and feedback on their experiences. This helps us to ensure residents are happy with the service they receive, and are able to tell SAHA if anything needs improving. Mystery Shops are carried out on a regular basis (normally each month.)



## Have you found the perfect activity yet?



## 9 Resident Working Group Members



SAHA operates a number of working groups regarding certain topics. These include subjects such as diversity, information technology (IT), or tackling anti- social behaviour. Different working groups meet at different intervals with some being monthly, while others are two monthly or quarterly. Meetings are usually at the associations main offices at London and Bolton.



## 10 Resident Committee Members

# 10

Committees are basically formal meetings, where those attending are told in advance what is going to be discussed. SAHA has a number of residents who work with SAHA staff and board members on it's monitoring committee. This is responsible for monitoring SAHA's performance and service standards and meets quarterly. Training is available for committee members.



## Resident Board Members



The board takes overall leadership of Salvation Army Housing Association. There are twelve voluntary board members headed by a Chairperson. As with the association's committee, board meetings are formal meetings. The board members are advised before the meetings what items or documents are going to be discussed, the meetings then follow a strict agenda of items for discussion. At present the Board makes one place available for a resident board member. There is a procedure for the selection of resident board members. If you would like to know more please contact SAHA's Resident Involvement Coordinator via the Customer Service Centre who can provide more details. Training is provided to new board members

# 11



# LEARNING & TRAINING

If you feel that you would like to take part in some of the involvement options covered in this booklet, but perhaps would like to develop your skills and confidence first SAHA can help!

We will discuss what type of training would best suit your needs and then send you on an appropriate course. SAHA work with the following organisations to provide training:

- **TPAS (Tenant Participation Advisory Service)**
- **National Communities Resource Centre (Trafford Hall)**
- **InSTEP (Information Services for Tenants: Empowerment & Participation)**

All resident involvement related training is funded by SAHA, including appropriate travel costs. Courses cover all issues from 'Setting Up a Community Cafe' or 'Planning a Community Garden' to 'Negotiation and Influencing Skills', 'Alternative Ways to run Meetings'...plus many more!

SAHA offer specialist skills training for resident board and committee members.

**For a full & up to date list of training courses  
OR for further information on Resident  
Involvement contact us:**

- Speak to the **Resident Involvement Coordinator** who will be happy to discuss the options with you on **01204 3675764**
- Email: [haveyoursay@saha.org.uk](mailto:haveyoursay@saha.org.uk)
- Visit [www.saha.org.uk](http://www.saha.org.uk) and go to the Resident Involvement page
- Call SAHA's Customer Services team on 0800 970 6363
- Alternatively, you can discuss Resident Involvement with your local member of staff

Please complete the form on the following page to tell us how you would like to **GET INVOLVED!**





# TELL US HOW WE CAN INVOLVE YOU?

Please complete this form by **ticking the ways you would like to be involved at SAHA** – you can select as many options as you want to.

We can then send you further information.

- 1. Resident's Meetings
- 2. Putting together a 'Neighbourhood Improvement Agreement'
- 3. Residents' Focus Groups
- 4. Email Consultation Groups
- 5. Resident's Associations
- 6. Customer Panel
- 7. Resident Editorial Group
- 8. Being a 'Mystery Shopper'
- 9. Resident Working Group
- 10. Resident Committee Member
- 11. Resident Board Member

Any other suggestions? .....

**Please tick if you would like to be contacted about Resident Training**

Name: .....

Address: .....

Email: .....

Telephone No: ..... Mobile No: .....

Do you have regular access to the internet? Yes No

How often do you access the internet each week? (Please circle)

Never 1-5 times 6-10 times 10 times +

Have you accessed SAHA's website? Yes No

Would you like assistance accessing SAHA's website? Yes No

Preferred method of us contacting you: (Please circle)

Phone Face-to-Face Post Email Other .....

You can return this to us by either passing it to your local member of staff, or send it to:  
**Salvation Army Housing Association, FREEPOST NAT17385, Bolton, BL1 4YZ.**

## Don't forget SAHA also involve residents through:

- **SAHA News** residents' newsletter, printed & sent out to every resident quarterly!
- **Annual Report** published annually and available upon request
- SAHA carry out a **STATUS survey** every 2 years
  - Website - log onto [www.saha.org.uk](http://www.saha.org.uk)  
Go to Resident Information, then Resident Involvement for more information
- Customer Satisfaction surveys for repairs, complaints, new tenants, access to call-centre
- SAHA are committed to diversity.  
Contact us for a copy of SAHA's Diversity Policy & Strategy



Hope to see  
you soon!



Salvation Army Housing Association  
Helping residents' to be involved...

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London, EC2Y 5BL  
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**General Enquiries:** [csc@saha.org.uk](mailto:csc@saha.org.uk)