



Involvement Statement



Involvement Statement

The list below details the ways in which you can become involved at St Vincent's. Whilst it is a comprehensive list we are always looking for new ideas and suggestions for improvement.



Board of Management

Customers can become a Tenant Board or Committee Member either on the Board of Management or one of our Committees. Set dates are arranged to meet formally with the Chief Executive and other staff and Board members, to make decisions about the operation of the business.

Useful for: Customers who have a specific interest in becoming more involved at a corporate level.

Customer Panels

A group of customers set up in your area which meets every 3 months to discuss items such as reviews of policies and feedback their opinion to the Association.

Existing Panels include:

- West Area Panel
- East Area Panel
- Young Voice
- Sheltered Panel

Useful for: ensuring any changes to policies and procedures fit in with what customers want and to discuss particular issues which affect your area.

Residents' Groups and Associations

Residents' Groups are more informal and could be set up to deal with a specific issue on an estate. Residents' Associations must be constituted with a Chair, Secretary and Treasurer. Staff can be invited to attend meetings and training can be provided to residents who wish to set up a Group or Association.

There are currently 12 groups in existence and we're always interested in more!

Useful for: Residents who want to get together to discuss how their estate/area is being run. Great ways for residents to have a collective voice, arrange social events and building community spirit.





Community Events

Programmed and publicised events are held across the stock, bringing St Vincent's to the local community. We hold a series of bespoke events that are informative, interactive and enjoyable. Coordinated by Housing Officer staff residents are encouraged to get involved with ideas and planning the events.

Examples from 2008 include strawberry teas, Fun Days with activities and crafts for children and barbecues.

Useful for: Meeting residents in their community, discussing issues at the local level and providing events that are engaging and successful.

Focus and Working Groups

Focus Groups usually meet on a one off basis to discuss a particular issue which is affecting your area. Working groups are set up usually to progress a particular project and would meet more often.

During 2008 residents were involved in choosing the new contractor to provide the Associations repairs service, the office move and staff recruitment.

Useful for: Residents who want to get together as a group to discuss issues on a more formal basis with staff and have a direct input into how the association is run.

'Know Your Neighbour' Events

Held on schemes they are aimed at building the local community together around a social event. This is proved especially popular on new schemes.

Useful for: Encouraging neighbours to meet and settle into a new community or develop links in an existing scheme.

Home Visits

Visits to your home are available on request.



Customer Conference

Held annually with invitations to all residents. We aim at an interactive and informal event where residents can meet and talk with other residents of the Association and staff.

There is a different theme and venue each year.

Useful for: An opportunity to gather feedback and promote the benefits of being involved and the varied work of St Vincent's.



Surgeries

St Vincent's has always held regular surgeries in more rural areas. These have now been extended across all areas to provide a programmed local service in your community at set times and dates. You are invited to drop in to see your Housing Officer, appointments are also available otherwise you may have a short wait.

Useful for: Residents who want to discuss matters on a one to one basis with a member of staff.

Newsletters

Are sent to all residents twice a year, you are invited to join the Editorial Group or send in ideas for articles or features.



Useful for: Keeping you up to date with things that are happening at SVHA and issue information about events.



Mystery Shopping

Interested residents are recruited and trained to test the services we provide, confidential feedback is formally reported on.

Useful for: Improving services and performance and helping us to plan how to spend the money available for the place where you live.

Complaint Scrutineers

Similar to mystery shopping, interested residents are trained in the Associations complaints policy and undertake a reality check of a local office, providing formal feedback.

Useful for: Helping to ensure all complaints are dealt with in accordance with the procedure and to ensure fairness and consistency across all areas.

Telephone Surveys

Every six months a group of customers are contacted by telephone by a member of staff and asked a small number of questions about our services.



Useful for: Giving us 'snapshot' information about what residents think about our services.

Tenant's Surveys

We are required by our governing body to survey our residents every 4 years via an independent organisation, feedback from these allow us to improve our services and also compare our progress over the years. We also carry out internal surveys on an ad hoc basis when reviewing specific areas or undertaking discrete projects.

Useful for: Formal feedback from our customers on how we are doing.

Website

The SVHA website was updated this year and offers many of the services you would normally access in person, over the telephone or in writing. For further details log on to svha.co.uk



Useful for: Offering additional contact and information, using new technology to our existing and potential customers in line with our competitors.



Satisfaction Slips

The Maintenance Contractor for SVHA leaves a slip upon completion of a repair advising us of your satisfaction with the work carried out. Feedback is then collated by the Contractor and reported to SVHA on a monthly basis, any issued are picked up at a regular liaison meeting.

Useful for: Giving us feedback about our repairs service and helping us to make improvements. This is particularly important from 2007 - 8 following the Maintenance Review and the resulting new system that has been introduced.

Sign-up Packs and Handbooks

Recently updated and improved, these are handed out to all residents when they move into a St Vincent's property. Information provided includes reporting repairs, how to pay rent, how to make complaints and contact details of offices or staff you may need.

Useful for: Providing you with the information you need to settle into your new home.



Suggestion boxes

Are located in each of the area offices and offer another means of providing suggestions and ideas and feedback on any aspect of the Associations work.



Useful for: Another tool for giving and receiving ideas.

Wider community working

St Vincent's and its residents are part of a wide number of communities - from small local ones such as a street or a scheme, to larger ones such as an area or even a town. As such we strive to make as many links as possible that are outside of St Vincent's so that we do not work in isolation nor do we feel isolated.

Useful for: A settled and supportive community. Access to funding and a greater voice on local issues.



Use of new technologies

As technology advances we are continually looking at new ways in which we can communicate more effectively with our residents, using accessible technologies. We are continually monitoring and updating our website; computers have been installed into sheltered schemes with access to training and future plans include greater use of mobile telephones for texting and rent payments.

Useful for: Providing an efficient, fast and cost-effective service.



To ensure we deliver on our promises we commit to fund and staff sufficiently

To ensure that all of the above happens and works effectively we invest annually in the Resident Involvement budget in order that we can continue to deliver on our promises and support existing work. One Manager works 2 days per week solely on this area and is supported by the Social Investment Team and the Resident Involvement Group. It is a fundamental role of Housing Services and in particular for the Housing Officers. At the same time we are currently developing our links to tap into external resources.

Useful for: Ensuring that we deliver on our promises.

Or you could just speak to us...

Missed anything off then let us know using any of the ways above - we look forward to hearing from you. Good ideas are always rewarded!

Who do I contact?

In the first instance please contact your Housing Officer who will provide you with further information or arrange for the relevant person to contact you back.



Contacting us

Central Office

1st Floor,
Metropolitan House,
20 Brindley Road,
Old Trafford,
Manchester
M16 9HQ

Telephone 0845 606 6565
Fax 0161 772 2121
E-mail enquiry@svha.co.uk
Minicom 18002 0161 772 2156

The Manchester Foyer

61 Booth Street West,
Manchester
M15 6PP

Telephone 0161 276 1000
Fax 0161 276 1001

The Blackburn with Darwen Foyer

1A Princes Street,
Blackburn
BB2 1LS

Telephone 01254 222030
Fax 01254 222043

Web www.svha.co.uk



If you would like this information in another format, e.g. braille, audio tape, another language or large print, please let us know.

اگر آپ کو اس معلومات کو دوسرے طریقے پر چاہیے ہو تو، دیگر زبانوں میں یا بڑے متن میں، براہ کرم ہمیں بتائیں۔



INVESTOR IN PEOPLE



Awarded for excellence

