

# Ways to get involved – a quick look







We believe that by involving you we will develop and produce services in a much more effective way. In this section we tell you of the many different ways you can be involved. For each activity we have indicated how much time, what you are likely to do and how much impact on our services it is likely to have.

We can arrange to pick you up from your home if necessary and take you to and from the venue. We will also arrange appropriate interpretation if this is what you need. We want you to feel you are able to take part in all of our activities and be able to choose what suits you best. Refreshments and accessible, local facilities are always provided.



After considering each activity you can indicate underneath if you are interested. This will help you choose more easily at the end.









Here are the key symbols to help you choose:












	Activities with more of these will take more of your time and/or commitment			The more 'ticks', the more service impact the activity has
	More of these indicates more reading or paperwork involved			Meetings and how often you are likely to meet











Symbols are on a scale of 1 to 3.












For example,






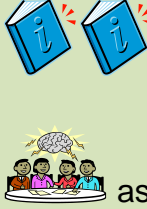

an activity showing 3 egg-timers  is likely to take more of your time than 1 egg-timer 

Type of Activity and Purpose	Time needed	Type of involvement	Level of service impact
<p><b>Service Interest Groups</b></p> <p>If you have an interest in a particular service you can join a group of customers and look at how that service is provided. You will help to make improvements, monitor how the service works, ensure it is good value for money and that no-one is excluded because of their ethnicity and/or disability.</p> <p>Our Disability Interest Group (DIGs) brings together people who live with disabilities. DIGs looks at decision making, service design and delivery across all our services to make sure we always look at things from a disabled person's point of view.</p> <p>We have the following Service Interest Groups:</p> <ul style="list-style-type: none"> <li>• Disability Interest Group (DIGs)</li> <li>• Repairs Interest Group (RIGs)</li> <li>• Customer Service Interest Group (CSIG)</li> <li>• Anti-Social Behaviour Interest Group (ASBIG)</li> <li>• Income Services Interest Group (ISIG)</li> <li>• BEES – Beechdale Estate's Environmental Society</li> </ul> <p><b>Interested or want to know more?</b></p> <p>Tick here <input type="checkbox"/></p>		   x monthly	
<p><b>Focus Groups</b></p> <p>You can join a group of customers to look at a particular area of a service that we are looking to improve or change. These type of groups usually only meet to look at 'one-off' issues.</p> <p><b>Interested or want to know more?</b></p> <p>Tick here <input type="checkbox"/></p>		 x as required  Or, by post via survey, telephone call, etc.   but not essential	

Type of Activity and Purpose	Time needed	Type of involvement	Level of service impact
<p><b>Tenants' Forum</b></p> <p>You can join the Tenants' Forum where we will feedback to you on improvements made to services, carry out consultation on particular service issues and give you performance information.</p> <p>The Chairs from each Service Interest Group also talks to the Forum about what their group has achieved,</p> <p>It's a great place to bring and meet new or old friends!</p> <p><b>Interested or want to know more?</b></p> <p>Tick here <input type="checkbox"/></p>		 x 4 per year   but not essential	
<p><b>Tenant Auditors</b></p> <p>Tenants can become Tenant Auditors and will receive training on how to mystery shop and audit services effectively. They will test and mystery shop us and check that we are doing what we promise.</p> <p><b>Interested or want to know more?</b></p> <p>Tick here <input type="checkbox"/></p>		 x monthly  	
<p><b>Estate Walkabouts</b></p> <p>You can join monthly estate walkabouts and any community clean-ups or environmental activities to help improve where you live.</p> <p><b>Interested or want to know more?</b></p> <p>Tick here <input type="checkbox"/></p>		 x monthly	

Type of Activity and Purpose	Time needed	Type of involvement	Level of service impact
<p><b>Block / Street Reps</b></p> <p>You can become representatives for the street or block of flats where you live. You will be a valuable link with BCHA and other residents for effective estate management. Reps will carry out joint inspections with us of communal areas of flats, green spaces and garage sites. You will help us to monitor estate services such as grounds maintenance, communal cleaning and help us quickly identify graffiti, fly-tipping, etc.</p> <p><b>Interested or want to know more?</b></p> <p>Tick here <input type="checkbox"/></p>		<p>Monthly joint inspections with our Estate Inspector</p>	
<p><b>Editorial Panel for 'The Noize'</b></p> <p>You can join a group of volunteers to offer views on and help write articles for Beechdale's quarterly community newsletter 'The Noize'.</p> <p>You can also help us to review and improve our service leaflets, standard letters, etc to help ensure that they are consistent, easy to read and relevant to the issue.</p> <p><b>Interested or want to know more?</b></p> <p>Tick here <input type="checkbox"/></p>		<p> x as required.</p> <p></p>	
<p><b>Leaseholder Forum</b></p> <p>If you are a Leaseholder living in a flat, you can join a Leaseholder Forum. At the Forum you will receive feedback on service improvements, consultation on particular service issues that affect you and receive performance information on our service provision.</p> <p><b>Interested or want to know more?</b></p>		<p> x 4 per year</p> <p> but not essential</p>	

Tick here <input type="checkbox"/>			
Type of Activity and Purpose	Time needed	Type of involvement	Level of service impact
<p><b>Residents' Associations</b></p> <p>You can join your local Residents' Association and attend meetings or support them other ways to discuss local issues that affect where you live directly.</p> <p><b>Interested or want to know more?</b></p> <p>Tick here <input type="checkbox"/></p>		 x monthly   <p>Or, you can support by helping to deliver newsletters, help in community activities, etc</p>	
<p><b>Board of Management</b></p> <p>Tenants can be elected to join the BCHA Board of Management and have a final say on how BCHA is run.</p> <p><b>Interested or want to know more?</b></p> <p>Tick here <input type="checkbox"/></p>		 x as required, at least 6 weekly  	
<p><b>Armchair feedback - Surveys, Questionnaires</b></p> <p>Complete the occasional survey from us by post or over the telephone. Or we may ask you to look at something else and give us your views and comments – all from the comfort of your armchair if this is what you prefer.</p> <p><b>Interested or want to know more?</b></p> <p>Tick here <input type="checkbox"/></p>			

Type of Activity and Purpose	Time needed	Type of involvement	Level of service impact
<p><b>Community Gardening Schemes</b></p> <p>We have active community gardening schemes in</p> <ul style="list-style-type: none"> <li>• Cavendish Gardens/Bloxwich Lane flats</li> <li>• Hadley Road flats</li> <li>• Ramsay Road flats</li> </ul> <p>Residents plant shrubs and flowers in the communal gardens around where they live, some to the degree that they maintain all of the grounds maintenance, even cutting the grass.</p> <p><b>Interested or want to know more?</b></p> <p>Tick here <input type="checkbox"/></p>			
<b><i>And for the near future:</i></b>			
<p><b>Youth Forum</b></p> <p>If you are under 21 you can join our Youth Forum to help shape our activities and services, tell us about issues that affect you and help plan improvements.</p> <p><b>Interested or want to know more?</b></p> <p>Tick here <input type="checkbox"/></p>			
<p><b>Residents' Scrutiny Panel</b></p> <p>A panel of involved residents will have a direct mechanism to input to and receive feedback from the Board to influence decision making at a high level.</p> <p><b>Interested or want to know more?</b></p> <p>Tick here <input type="checkbox"/></p>		 <p>as required</p>	

## Top 10 outcomes from our



## Service Interest Groups in 2009:

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### ✓ ***New access barriers for Beechdale Park***

Walsall Council have agreed with DIGs that access barriers into Beechdale Park will be erected that will stop motorbikes but allow wheelchairs and motorised mobility scooters through. Due to be installed 2010.

### ✓ ***Contractor and Tenant Codes of Conduct***

A Code of Conduct was agreed between contractors and RIGs for both contractors and tenants to adhere to during works in the home. This code is now a new standard in our new Customer Service Standards leaflet.

### ✓ ***Planned Works Information Booklet***

A new booklet designed with our contractor and RIGs. Tenants having a new bathroom or kitchen via our planned programme are given this booklet in advance of their works starting.

### ✓ ***New Repairs and Maintenance Contractor***

Some members of RIGs attended scoping meetings and worked closely with BCHA staff and our consultants over a number of months to appoint our new contractor, Morrisons, from 1<sup>st</sup> April 2010.

### ✓ ***Domestic Abuse Leaflet***

Together with a focus group of domestic abuse victims, ASBIG redesigned our new Domestic Abuse Leaflet, available at BCHA, on our website and in Beechdale's local amenities, such as the doctors, dentist surgeries and the Lifelong Learning Centre.



## Top 10 continued .....



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### ✓ **Rent Statements**

The rent statements that tenants receive have been reviewed by ICIG and made easier to read and understand.

### ✓ **New Home Contents Insurance Scheme**

A new scheme provided by Aviva that offers efficiencies and best value was considered and approved by ICIG. Launched in the New Year, this new scheme is open for all tenants to join.

### ✓ **Customer Feedback Cards**

Designed and introduced by CSIG, these cards are available in BCHA reception and invite customers to tell us about our services. There is a collection box for the cards by our main door. Any negative feedback is treated as a formal complaint by BCHA.

### ✓ **New Customer Service Standards**

Our existing customer service standards have been with CSIG who looked at standards from across different businesses. New standards are agreed, a new leaflet has been designed and members of CSIG helped us launch and promote our new Customer Service Standards leaflet.

### ✓ **Anti-Social Behaviour Customer Satisfaction Questionnaires**

ASBIG reviewed and redesigned our customer satisfaction questionnaire for complainants reporting anti-social behavior to make it easier to use. The group also designed a brand new questionnaire for alleged perpetrators of anti-social behaviour to use so they can give us feedback on the service they received; this is being used from April 2010.



# Choose how suits **you** best - *and tell us*



Below are all of the activities described. Please tick what you have chosen, get the form back to us (or we'll fetch it for you) and we'll do the rest. Don't forget to check back in the 'Ways to get Involved – a quick look' section to make sure you don't miss anything out! If you want more information on any of our activities please just ask – we are happy to discuss with you.

- Service Interest Groups**
- Focus Groups**
- Tenants' Forum**
- Tenant Auditors**

- Estate Walkabouts**
- Block / Street Reps**
- Editorial Panel for 'The Noize'**
- Leaseholder Forum**

- Residents' Associations**
- Board of Management**
- Armchair Feedback**
- Communal Gardening Schemes**

- Youth Forum**
- Residents' Scrutiny Panel**
- KABS – Youth Programme**

Briefly, please tell us why you are interested in what you have chosen:

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Thank you

Your name \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_ Telephone number \_\_\_\_\_

When's the best time to call? \_\_\_\_\_