

your information needs are about our services and tell us if you understand what we produce. This can also be done from home.

- Local projects - if we are doing something special in your area we will invite you to get involved maybe through a drop in session or meeting.

Desserts

This part of our menu is for those who want to play a part in shaping the overall service we provide, check our performance or be part of the running of the organisation through membership of our Boards.

- Voices of Whitefriars Residents Group. To be a member of this group you have to be a member of a recognised residents group and be their nominated representatives. You can also become a member as an individual, if there is no representation for your area or you have a special need or interest such as a disability. There are some limits on the number of individual representatives. **The group is run by residents on behalf of residents.** To find out more about the group look in HOME magazine where they will be publishing reports during the year or, phone the involvement team.
- Tenant Board Membership. There are six tenants on our Boards. To become a Board member you must put yourself forward for election. But you can find out more at any time by ringing us.

Contact us:

Your Customer Involvement Team

Our customer Involvement team are here to support both residents and our employees to make sure that residents have real opportunities to comment on and influence our services. To talk about the opportunities on offer, or discuss ideas that you may have for new ways to get involved.

Contact them on **024 7658 7081**,
024 7658 7086 or **024 7658 7083**.

Need help in your own language?

French

Pour vous assister en votre propre langue

Portuguese

Assistencia na sura propria lingua

Somali

Luqadaadoo lugugu caawinaayo

Farsi

برای کمک به زبانتان

Arabic

لمساعدتكم في لغتكم

Kurdish

بۆیارمه تێدان به زمانى خووت

☎ **024 7676 7000**

Whitefriars Housing Group Ltd
9 Little Park Street, Coventry, CV1 2UR
Web www.whitefriarshousing.co.uk
Email info@whitefriarshousing.co.uk
a charitable, industrial & provident society

Information correct at time of production.

NW314/09.04/r09.05

Influencing What We Do



© 2009 Whitefriars Housing Group

Influencing what we do

Our Approach

We involve residents in what we do or plan to do, because we believe that this can improve our services and our accountability.

The opportunities we offer came about through consultation.

We are always checking how well our approaches are working and what benefits they are bringing. Some of the areas that we are trying to improve over the next few years are through:-

- Involving more people from under represented groups, like young people and building on the things that work well.
- Introducing new ways to get involved.

Why Get Involved?

Concerned about something happening in your area?

Do you think that some of our services could be improved?

Want to do something about it - because we do.

To prove that we have whole 'menu' of ways in which you can. You can choose from

Starters - ways of commenting on our services without leaving your home

Main Course - more detailed involvement thorough tenants groups, service improvement groups, editorial panels and auditor projects

Dessert - a tasty treat to finish! or in this case, the Voices of Whitefriars Residents Group and becoming a Tenant Board Member

You can choose from any part of the menu and

from all three courses - its up to you!

We will make your choice as easy as possible by explaining what the ingredients are in each 'dish' - that is - what's involved. Things like how much time would be needed, what you would have to do, e.g. fill in a survey form, talk to us on the telephone or attend a meeting. We would also talk to you about the support we could offer. Depending upon your menu choice that support can include help to form a residents group, through to training and meeting your expenses including child care and carer costs.

Some Dishes on the Menu!

Starters.

Remember you don't have to leave home, or get involved with a group, to let us know what you think. From home you can:-

- Fill in surveys about our services and your experience of them.
- Give us your views over the telephone, if we phone you to find out what you think.
- Fill in repair satisfaction slips and other comment cards.
- Let us know what you think through our complaints, comments and compliments systems.
- Become an 'armchair' monitor through our grounds maintenance monitoring scheme.
- Reading and letting us know your views on our HOME magazine or sending in your ideas for articles and features.
- Completing post improvement surveys

Main Courses.

Generally this involves meeting with other people to discuss ideas or views on services or, meeting over issues of local concern. We will make sure that it is as easy as we can for you to get involved and will talk to you about this when you tell us what you are interested in. Examples include

- Joining an existing association - if you are not sure if there is one in your area phone us, and we will be able to tell you.
- Starting a new association to look at issues in your area.
- Becoming a member of our Tenant Auditor Project, doing mystery shopping, making calls to our offices to check out how we are dealing with people, checking out our complaints system and more...
- Service improvement, (or focus groups). If you are interested in an area of service, then you can tell us your views and ideas through these groups. We aim to make these friendly and relaxed. Everybody can get involved. Some people with disabilities, including wheelchair users, the visually impaired and people who do not have English as a first language, already take part.
- Residents Editorial Panel - a group of residents help us to produce HOME magazine, they would welcome more help with this.
- Reviewing Handbooks and other documents that we produce. You don't have to have an GCSE in English the get involved with this one, just tell us what