

Community Involvement Induction



Jan 2024



- We are committed to promoting equality, diversity and inclusion (EDI) in all areas of involvement
- We will take steps to ensure we are as accessible and inclusive and remove any barriers you have
- We aim to increase the diversity of voices heard
- We will take positive steps to resolve under-representation



What is Greatwell Homes?



Our Vision

Great communities where people live well.

Our Mission

We partner with customers and communities to shape places people are proud to call home.

Our Promise

We provide homes and services that work for you.



**LIVE
GREAT
WELL**

Corporate plan 2022-2025

You can find out more about Live Greatwell here

<https://livegreatwell.com/>

Principles and Values

Principles

Effective services – that works for local people and empower communities

Impactful partnerships – working well together with customers, communities and partners to increase impact

Great culture – attracting talented people to work together, learn together and celebrate diversity

Efficient business – driving progress towards our vision through effective strategies and practices.

Values



Inclusion

We value difference and respect every person



Collaboration

We trust our team family and work together openly



Kindness

We are friendly, wish others well and look out for each other



Customer-focused

We take pride in working with customers and communities



Adaptability

We look for ways to be more efficient and effective in what we do

Meet the Team



Caroline Berwick – Head of Customer Experience

Lizzie Brown – Community Involvement Manager

Nikki Glazebrook - Senior Community Involvement Officer

Gemma Ager – Community Involvement Officer

Lorraine Gibson – Community Involvement Officer

Would you like to find out more?

Loads of great information.....

<https://www.greatwellhomes.org.uk/about/>

- Customer commitments
- Who's who (Board, executive, officers etc)
- Strategies and policies
- Our performance
- Annual report
- And much more....



take a look!

The consumer standards

These apply to all registered providers of social housing and are the rules or guidelines we must follow.

The 4 consumer **standards** that relate to customers or tenants are:

- **Tenant Involvement & Empowerment**
- **Home**
- **Tenancy**
- **Neighbourhood and Community**



To find out more about the regulatory standards look here:

<https://www.gov.uk/guidance/regulatory-standards>

There are new consumer standards going through parliament now so watch this space we will keep you informed.

Why Should You Get Involved?

Here are a few reasons to get involved....

- Make a difference to the lives of others
- Help other people who may not have a voice
- Feel valued and part of a team
- Gain confidence and self-compassion
- Meet new people and make new friends
- Financial reward



Did you know?

Research has shown there is strong evidence of a link between volunteering your time and improved mental health and wellbeing, including improving social connections.



How Much Time Do I Have to Give?

- ✓ No set time limits
- ✓ You decide!
- ✓ Different roles have different expectations
- ✓ As little or much as you like
- ✓ What works for you
- ✓ An hour a week
- ✓ Evenings or weekend
- ✓ Remote or face to face



Ways to Get Involved

Level of involvement	What we ask	Examples of what you could do	Outcomes
Lead	Commit to a role with specific responsibilities	Customer Assembly or Scrutiny	Delivering service improvements and monitoring and shaping our services and performance
Collaborate	Help to shape services	Short project or Task and Finish work	Flexible and inclusive opportunities to improve services and check standards
Co-create	Co-create our plans and help to improve services	Task and finish groups and workshops on topics or policies	Customers can engage in informal workshops, research, and meetings to create recommendations for service changes and improvements
Chip-in	Respond to questions	Customer survey / research group	Input to strategies, operations and service standards
Opt-in	Commit to future engagement	E-newsletter for customers	Keeping customers in touch and up to date on things that matter most to them and local communities
Be aware	Know about services and plans	Newsletters & website	Keeping an eye on what we're doing, how we're working and opportunities to get involved

Our Functions

What we do	What we don't (We are not the council)
Manage your tenancy	Refuse collection and recycling
Manage our communal spaces	Council tax
Anti-social behaviour	Street lighting
Repairs	Allocations for housing
Fly tip on our land	Planning or parking
Community involvement	Fly tip not on our land
Rent	Adult services
Benefit and debt advice	Children's services
Independent Living	Schools
Help you sustain your tenancy	Library service
Customer assistance and support	Food standards / environmental health

Using Your Data (GDPR)

- We will be safe and secure with any data we hold about you for involvement and only keep it if we need to use it.
- *‘We only share information to support you or enhance your role e.g., taxi firms, training providers, events and conferences etc.’ (we will ask for your permission)*
- We need to engage with you to get your feedback, pay your expenses, book taxis which helps to improve our services, and this will help keep you and others safe.





We have adopted the National Housing Federations Code of Conduct (2022)

**NATIONAL
HOUSING
FEDERATION**

- Listen respectfully, allow others opportunity to speak
- Represent the needs of the whole community
- Always treat others with kindness
- Do not discriminate in any way
- Abide by the principle of collective decision making
- Be positive and look for solutions not problems

Rewards and Expenses

All

- Transport, training, conferences etc
- Live Green – No paper
- Prize draws and appreciation vouchers
- Annual Christmas event



Formal gift vouchers

- £10 for online meetings - vouchers sent monthly
- £5 per online meeting to cover equipment and internet cost
- £50 for Scrutiny



Don't worry if you need some support, we are here to help.

You can



- Buddy up with a more experienced customer or staff member
- Free behavioural suitability assessment and coaching for formally involved customers
- Receive training from experts in involvement Tpas, HQN etc
- Learn online in your own time in your own home with Tpas or 4 Million Homes



Communities and Partnerships



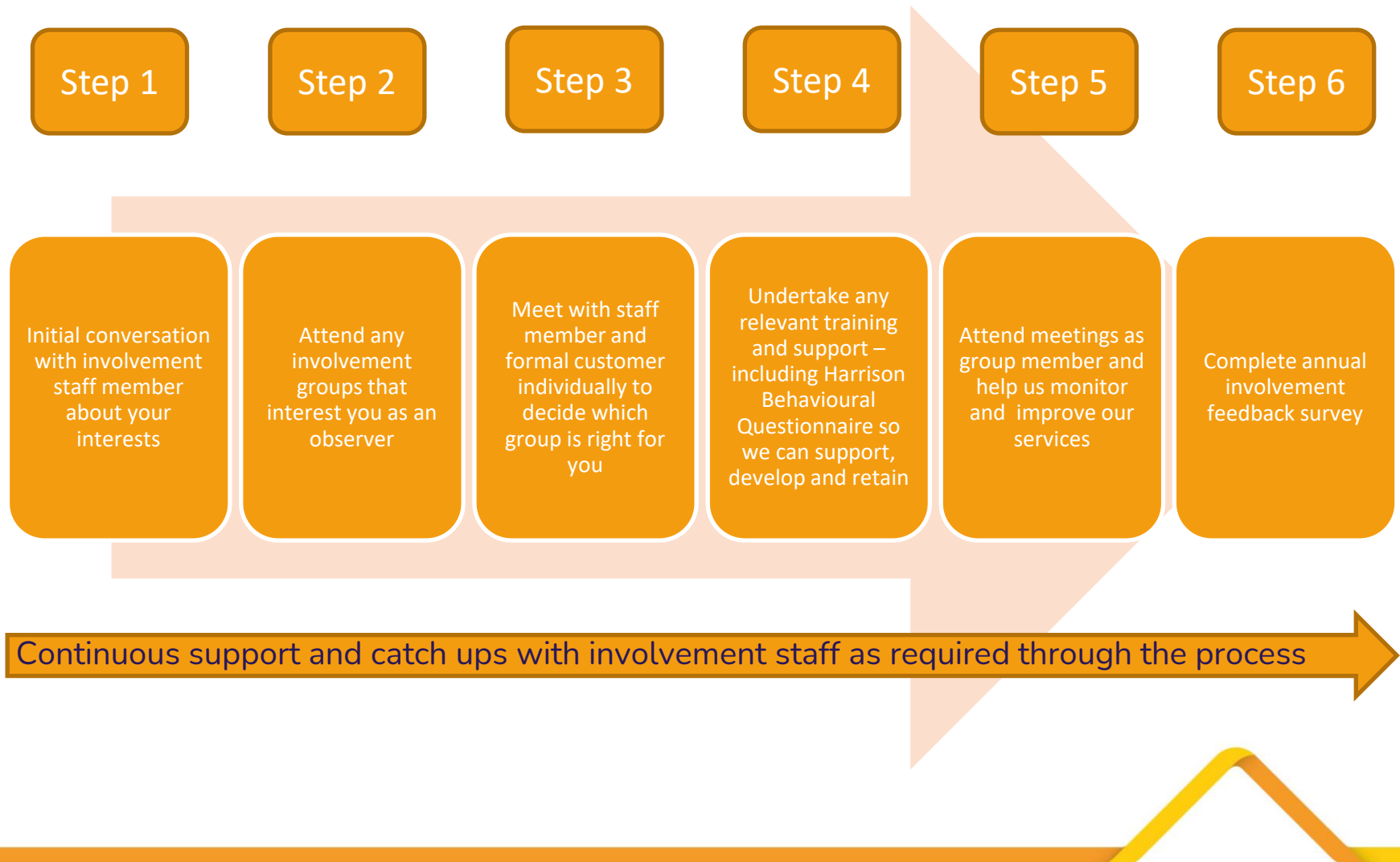
Partnerships delivering health, wellbeing and improving our neighbourhoods and communities

Customer assistance and support and the customer life plan

Community grants awarded and monitored by the Customer Assembly

Non-core housing activity such as benefit advice

Formal Customer Induction Process



Informal Involved Customer Induction



Any Questions Please Contact:



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