

Resident involvement statement

Our vision for involvement is to:

- Provide all of our residents with the opportunity to be involved when, where and how they want to
- Have processes and procedures that help us to know what our residents and communities need and want
- Allow all residents to have influence on major decisions affecting them.

And by doing the above to improve the quality of our services and activities.



If you have difficulty in understanding this document or need it in another format, including Braille, large print, audiotape, interpretation, signed interpretation or translation into another language, please telephone **0800 121 60 60*** or **01795 434 606**** or email **contactus@amicushorizon.org.uk**

* Calls free from a BT landline, charges from mobiles and other networks may vary.

** If you are calling from a mobile, it may be cheaper for you to dial 01795 434 606. Calls may be recorded and monitored quality and training purposes.

The key steps that we need to take to achieve this vision are:

Be inclusive

Value the diversity of our residents by seeking the views of everyone.

Be cooperative

Work with residents, partner agencies and communities. To promote involvement through effective and well supported resident groups.

Be informed

Know and understand our residents - who they are and what they want now and in the future.

Be aware

Continually monitor and measure levels of resident involvement and the impact of our plans.

Be open

Provide feedback on our performance, complaints, lessons learnt and planned changes.

Prioritise with others

Give residents appropriate influence over neighbourhood action plans, service targets and decisions that affect them.

Be better communicators

Develop new and better ways of involving residents based on resident feedback.

Be supportive

Help residents and staff benefit from shared learning and working experiences. Bring about a better understanding of how residents can contribute to plans that affect them.

If you are interested in being involved please contact us:

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