

Resident involvement Menu of options



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.

Getting involved with AmicusHorizon is a great way to meet new people, learn new things and do something worthwhile. You'll also help your local community and help us improve our services to you. This leaflet gives you a 'menu of options'. You can decide the best way for you to get involved and how we can support you.

How do I get involved?

We want to hear your views and ideas. We know that your time may be limited. So, you can choose from our different ways to get involved:

Tell us what you think about our services by:

- Filling in a comment card – you can do this on-line, get a card from any of our offices or ask us to send you one
- Taking part in a survey – about a service you have received or a new service or policy
- Becoming a member of the 'Your View' panel. You can comment on draft policies and strategies
- Becoming a mystery shopper – help us check whether we are meeting our service standards.

Get involved in your neighbourhood by:

- Taking part in a neighbourhood inspection
- Joining a resident/community group
- Becoming a neighbourhood representative
- Getting involved in community projects through People for Action
- Volunteering to work with young people or on environmental projects.

Join a quality forum and:

- Meet around every three months
- Choose a forum that suits you. Different forums focus on different service areas such as repairs, anti-social behaviour and resident communications
- Meet with like-minded residents. – We have groups for young or older residents, disabled residents, black & minority ethnic residents, gypsies and travellers.

Resident involvement via governance

Area Panels - You can represent residents' views and have a say in how our local services are run, by becoming an Area Panel member. There are nine Panels across Sussex, Kent, London and Surrey. Each of the Area Panels includes eight resident representatives.

Residents' Council - The Residents' Council is made up of 18 resident members - two from each of the Area Panels. The Residents' Council works closely with AmicusHorizon's Strategic Board.

Area Panels and the Residents' Council form the key parts of our resident focused governance structure. They have a real voice in the way the organisation is managed and services are shaped.

What difference will it make?

Our aim is to provide you with quality homes and services. We cannot do this without involving you at every level and taking the action you want to see. We regularly review what you are telling us about our services. We make direct changes as a result of this.

We aim to let you know about these changes through our newsletter, via local meetings and on our website. We also publish a Resident Involvement Impact Assessment every year which gives more details.

What support can you give me?

We want everyone to have the chance to get involved. So if you need it, we can help with expenses:

- Childcare costs
- The cost of paying a carer if you need help
- The cost of paying a carer to take your place if you look after someone at home
- Travel to get to meetings and events.

We also provide training and advice. We will agree with you what support you would like and what we can offer.

What is the best way for me to get involved?

That depends on you! Different types of involvement need different levels of commitment from you. For example, filling in a comment card takes a few minutes. Joining a quality forum can mean attending at least four meetings a year and doing background reading as well. We want you to be involved however much or little time you have. We will always offer training to help you join in with the activities you find most interesting.

You can find more information on our website at www.amicushorizon.org.uk

Want to know more?

If you would like to know more and/or would like to register your interest for becoming involved then please contact us on:

Tel: **0800 121 60 60*** or **01795 434 606****

Calls may be recorded and monitored for quality and training purposes.

*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.

Fax: **01795 434 344**

Email: contactus@amicushorizon.org.uk

Website: www.amicushorizon.org.uk

Postal Address:

**AmicusHorizon
PO BOX 322
SITTINGBOURNE
ME9 8PQ**