

Resident Involvement and Consultation **09**



Why is Resident involvement important ?

Adullam acknowledges and welcomes the diverse range of its residents and is committed to involving, consulting and informing you of a range of issues that affect you and the community in which you live.

We aim to deliver a service that will reflect your needs and help to improve your accommodation through effective involvement, communication, encouragement and support. Your involvement is essential as it helps to ensure that we provide a quality housing and support service.

We will ask you for your views, consult you on changes that may have an impact on your housing and encourage you to participate in the decision-making of the organisation.

We will keep you regularly informed of issues arising within the organisation.

In order to make becoming involved easier, Adullam will make sure that:-

- meetings are held in locations that are accessible and at times when you can attend
- assistance with child care or transport arrangements are offered
- interpreters are arranged when necessary
- refreshments are provided
- meetings are well advertised and address issues that are likely to affect you
- we develop appropriate training courses

How we will involve you

We recognise that residents may wish to be involved in the management of their home in different ways. The Association is always developing ways in which you can become involved, some of which are:-

- to send you a customer service questionnaire every three years, the results of which will be fed back to you.
- to give residents who leave the Association a form to fill in, which will ask for their opinions on the service. Their responses will be collated and passed to the Board of Management for consideration.
- to set up a National Resident Involvement Group.

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- the Resident Involvement Group and the Association to produce an annual report with updates of future plans and resident-based information
- to send you Newsletters throughout the year and we will try and update you on all that is happening, together with your views and articles from residents and staff. We will welcome any ideas you may have about the Newsletter and ask that you to contact your Project Worker or Supported Housing Officer if you wish to make a comment
- where staff work on site resident involvement meetings will be held at least once a fortnight, all other projects at least every two months where possible
- each Region will hold a resident involvement meeting every six months, two residents from each project will be invited to attend
- the National Resident Involvement Group will meet every two months. This group will provide a link to the Board
- resident induction and support contract agreements
- to encourage you to use the complaints procedure if you are unhappy with any aspect of the service
- the resident handbook and welcome pack
- to provide access to email, where possible
- text messaging service

We believe that by working together the Association will continue to improve the quality of service offered to its residents .