

Find out more at [www.yourphp.org.uk/getinvolved](http://www.yourphp.org.uk/getinvolved)

**Good service**

We will:

- ★ benchmark our service performance against other organisations
- ★ review the Resident Involvement Strategy, menu of involvement and service standards annually

**Information**

We will:

- ★ ensure you receive at least four At Home magazines per year
- ★ update the PHP website on at least a fortnightly basis
- ★ share information with residents through a variety of ways, including newsletters, phone calls, SMS text, e-mail, website, in person and in advance
- ★ publish the dates and venues of open meetings three months in advance

**Engagement**

We will:

- ★ provide regular training for interested residents
- ★ provide expenses to ensure involved residents are not out-of-pocket, including travel, carer, stationary and communication costs
- ★ include interested residents from all backgrounds, including traditionally 'hard-to-reach' groups, in strengthening the community
- ★ be pro-active and innovative in going into local areas to work with the community and other agencies

**Consultation**

We will:

- ★ allow residents to be effectively involved at a time and in a way that suits them
- ★ allow residents to be involved in issues that interest them
- ★ consult our residents on:
  - service contract letting
  - neighbourhood improvements
  - policy and procedure development
  - sustainable community development
  - changes to the way services are provided or financed
  - service and performance monitoring
- ★ groups and meetings will have clear objectives and mandates
- ★ outcomes of consultation will be reported to residents, including any implemented changes within two weeks

**Resident Involvement Service Standards**

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**Resident Involvement Service Standards**

# Welcome...

...to Your PHP - your guide to everything you need to know about getting involved!

Inside you'll find information on the various ways that you can get involved with PHP and have your say on the services that you receive from us.

We're making it easier for you to make your voice heard, and influence PHP on practically every aspect of what we do.

Take a look inside and see if there's a way that you can have your say on a subject that matters to you and your family.

If you'd like more information about getting involved with PHP, just call us on 01202 264422.

**Chair of the Board of HSP, Helen Ross**

Being the chair of the Housing Strategy Panel has been a great opportunity to be at the forefront of involvement with PHP, changing and improving services.

We've got more choice about ensuring that what you want is central to the Board's objectives.

PHP have been holding very successful roadshows in your local areas, they have been very well attended and give the staff here at PHP the opportunity to meet and engage with all residents.

We hope this will continue, so that all residents will feel able to have their say in a way that suits them.

Please take a minute to look at your PHP and see if there's a way you want to help shape your PHP.

**Chair of the Board of Directors, Bill Constance**

Residents in control - that's the principle that the Board of Directors has been behind since the formation of PHP. One third of Board members are residents, ensuring that what you want is central to the Board's objectives.

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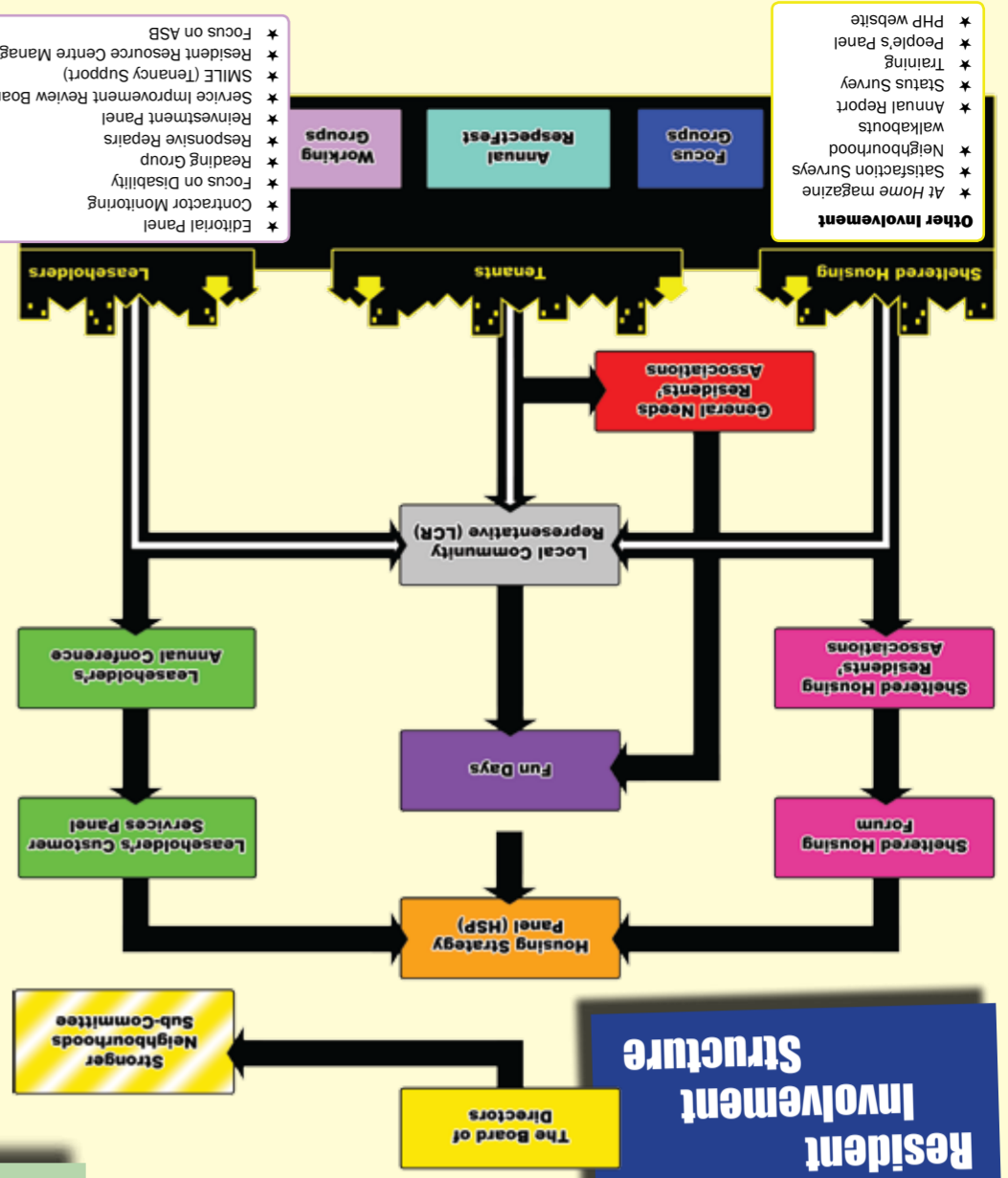
We want to get all of our services right, and to make sure that they are focused on what residents want and need. You can really help us to do this, and it doesn't need to take up lots of your time!

**...Your say!**

**Chief Executive, Joe Logan**

The quality of housing management has a real impact on people's lives and on the strength of communities.

Our staff seek to work in a partnership with residents to make the neighbourhoods better. We cover a diverse range of services including modernisation schemes, repair & maintenance, estates and tenancy management and more, through to supporting vulnerable residents, helping people to improve their finances, and helping to control spiralling energy costs. We want to get all of our services right, and to make sure that they are focused on what residents want and need. You can really help us to do this, and it doesn't need to take up lots of your time!



## What We're Doing... Action Plan Summary

	WHAT	ACTIVITIES	ACHIEVED	ONGOING
<b>YOUR SERVICES</b>	Service delivery is evaluated	<ul style="list-style-type: none"> <li>• Carry on with mystery shopping</li> <li>• Involve residents in all services</li> <li>• Grade condition of estates and cleaning</li> <li>• Develop a system for monitoring residents satisfaction with estates services</li> <li>• Review caretaking services</li> </ul>	✓	✓
<b>THE WAY WE TALK TO YOU</b>	Staff are knowledgeable Better methods of communication	<ul style="list-style-type: none"> <li>• Train staff in resident involvement</li> <li>• Use new ways, e.g. internet, pictorial letters, conference calls</li> <li>• More publicity</li> </ul>	✓	✓
<b>HOW YOU CAN GET INVOLVED</b>	Residents get involved when it suits them	<ul style="list-style-type: none"> <li>• More local/evening meetings</li> <li>• More surveys (via SMS text, letter, e-mail, website)</li> <li>• More informal consultation</li> <li>• More involvement in community events</li> </ul>	✓	✓
<b>INVOLVING YOU</b>	Involvement is more representative Work with local communities Understand local needs better	<ul style="list-style-type: none"> <li>• More under-represented residents on panels</li> <li>• Have a forum for young people</li> <li>• Make involvement easier for under-represented groups</li> <li>• Partnership with agencies working with under-represented groups</li> <li>• More residents from all backgrounds involved</li> <li>• Begin fun days</li> <li>• Design neighbourhood profiles</li> <li>• Develop neighbourhood agreements</li> <li>• Use neighbourhood profile information</li> </ul>	✓	✓
<b>BEING ACCOUNTABLE TO YOU</b>	Review performance/action plans Ensure residents involvement gives value for money Keeping residents involved	<ul style="list-style-type: none"> <li>• Board and residents to review current performance and plans</li> <li>• Analyse effectiveness and cost of resident involvement</li> <li>• Benchmark against other organisations</li> <li>• Keep residents informed about issues that affect them</li> </ul>	✓	✓
<b>GIVING YOU THE POWER</b>	Give residents power of PHP finances Residents can use external funds Residents help in value-for-money and efficiency work Residents views and opinions collected	<ul style="list-style-type: none"> <li>• Give budget to residents group</li> <li>• Improve ways for residents to inspect and direct PHP budgets</li> <li>• Give help for residents to access external grants and funding</li> <li>• Work with residents to find areas with scope to be more efficient</li> <li>• Residents influence and shape services</li> </ul>	✓	✓
<b>BENEFITS FOR YOU</b>	Ask residents about preferred training	<ul style="list-style-type: none"> <li>• Ask residents about preferred training and organise</li> <li>• Review benefits of involvement</li> </ul>	✓	✓

# Your PHP

www.yourphp.org.uk

Issue No. 2 - November 2009

## Everything you need to know about getting involved!

Your neighbourhood!

Your home!

Your say!

Your money!

Your services!

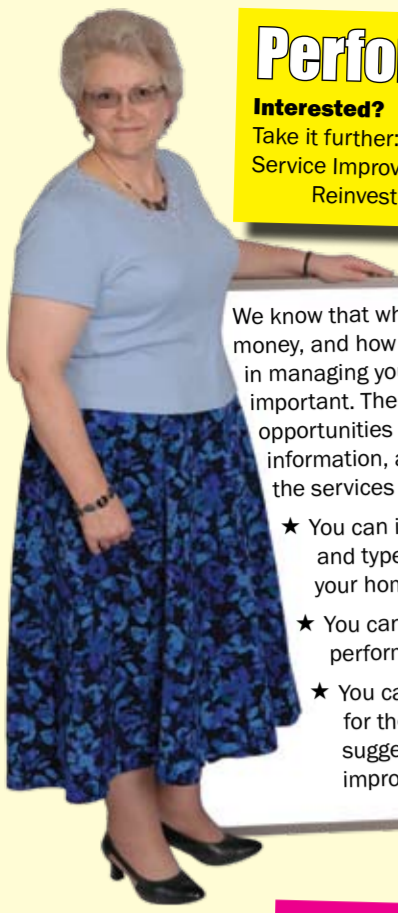
Quality Homes in Strong Communities

## Performance 2 1

**Interested?**  
Take it further: Housing Strategy Panel (HSP), Service Improvement Review Board, Reinvestment Panel.

We know that what we do with your money, and how well we perform in managing your home, is very important. There are a lot of opportunities for you to look at this information, and help us to improve the services by making suggestions.

- ★ You can influence the quality and type of work going on in your home and community
- ★ You can review budget and performance reports
- ★ You can look at PHP plans for the future and make suggestions on how to improve services



**Only takes 15 minutes, and you could win a fantastic prize!**

Most of the issues here have a way in which you can be involved without spending a lot of time, or even having to leave your home!

We also have a survey panel of residents who fill out four questionnaires a year, on varied topics, with a prize draw at the end.

If you'd like get involved this way, we'd love to hear from you!

**My Say...!**  
'I don't have a lot of time, but I can at least make sure that PHP's leaflets are clear and easy to understand!'  
Mrs Wilson

## Not much time? 1

**Interested?**  
Take it further: People's Panel, No Involvement No Voice

**My Say...!**  
'I enjoy challenging PHP to ensure that I, and all residents, get the best possible service'  
Brian Muspratt

**My Say...!**  
'PHP works with us to improve things for the local community, which can be really rewarding'  
Julie Bagwell

**My Say...!**  
'We had the chance to work as reporters for the At Home magazine!'  
Press Gang

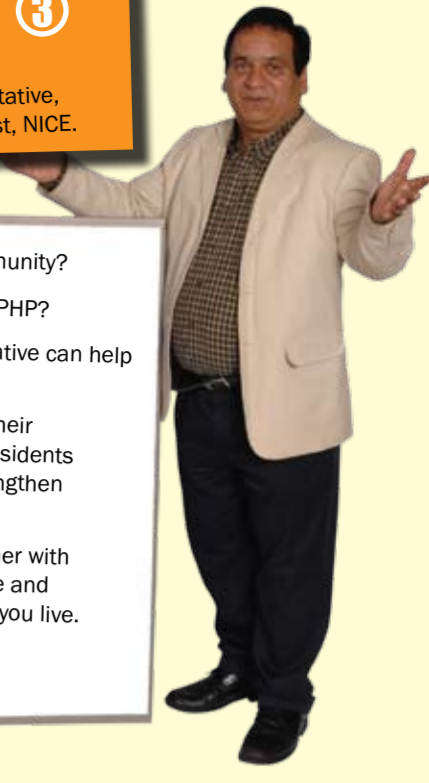
## Your Community 3

**Interested?**  
Take it further: Local Community Representative, anti-social behaviour, fun days, RespectFest, NICE.

★ Are you interested in your street or community?  
★ Do you want to help it have a voice with PHP?  
Get involved! Meeting or being a representative can help you and us!

Representatives act as a liaison between their community and PHP; they help us talk to residents about any issues, and help us work to strengthen the community.

Roadshows give you a chance to get together with us and discuss issues affecting your estate and community, so that we can improve where you live.



## Customer Care 1 1 or 1

**Interested?** Take it further: Mystery Shopping, Customer Excellence, Resident Inspectors.

'Customer Care' is a fancy way of saying 'being friendly, courteous and effective'.

We've consistently engaged with residents to monitor how well we do, such as our successful applications for customer care awards (like the Chartermark).

PHP also works with partner housing organisations to ensure a professional, effective service is maintained at all times.

Our service can only benefit more if you get involved, by helping us to test the service and telling us about your experiences.

There are lots of ways to get involved and help us improve the services that you receive - none of it takes take very long for you to do! Please get in touch if you can help.



**My Say...!**  
'Don't be shy, have a say! We did without leaving home... and we won a prize! It can be fun to get involved'  
Bill Radford

**My Say...!**  
'The services PHP deliver are first class and I enjoy helping to make it even better!'  
Kevin Green

## Young People

**Interested?** Take it further: Press Gang, Roadshows, Youth Forums.

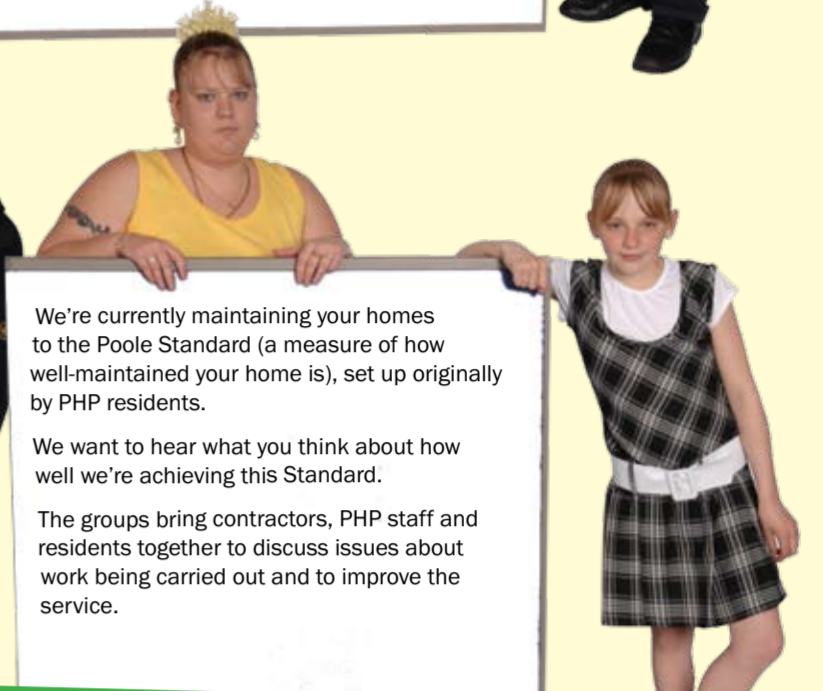
All of the options shown here are open to people of any age. We try to ensure that they are a friendly and interesting option for all.

However, we know that there are specific issues that matter to young people, and that would benefit from you having your say.

**We don't want to pin you down to meetings, we want it to be fun!**

Recently, a group of young people interested in journalism reported for the *At Home* magazine. They had a lot of fun and learned new skills.

If you're under 18 and want to have your say, get involved in a project where you live, or know how to make things better, get in touch!



## Works To Your Home 3 1 or 1

**Interested?**  
Take it further: bathroom and kitchen

We're currently maintaining your homes to the Poole Standard (a measure of how well-maintained your home is), set up originally by PHP residents.

We want to hear what you think about how well we're achieving this Standard.

The groups bring contractors, PHP staff and residents together to discuss issues about work being carried out and to improve the service.

## Communications 1 or 1

**Interested?**  
Take it further: Editorial Panel

It's important that you get to know about changes that affect you.

We want to work with you to improve how we get information to you and other residents.

This can involve checking our documents to see if they're clear, or identifying new website content, or looking at the *At Home* magazine before it gets printed.

If you like the sound of this, or have other ideas about improving our communications, please get in touch!



There are a number of specific issues that affect sheltered housing residents.

We work with residents who represent their sheltered scheme to evaluate and improve the service that all sheltered housing residents receive.

If you are specifically interested in sheltered housing and can help us to monitor and develop our service, this might be for you!

## Sheltered Housing 1 1

**Interested?**  
Take it further: Sheltered Housing Forum

**My Say...!**  
'I get the chance to influence decisions affecting all sheltered housing residents'  
Terry Carney

**My Say...!**  
'Being on the Board is hard work, but also a great opportunity to direct PHP's future to help all residents'  
Sara Hobbs

**My Say...!**  
'I took advantage of PHP's offer to help me use a computer, and I've never looked back!'  
Sheila Evans

**My Say...!**  
'I've been on the Leaseholder Customer Services Panel for a while, and I know the officers have the concerns of all PHP leaseholders in mind'  
Audrey Creed

## Get On The Board

**Interested?**  
Take it further: become a Board Member

The ultimate way to have a say about how we manage your homes - be on the Board.

Four tenants and one leaseholder sit on the fifteen-strong Board, making the BIG decisions about PHP.

The resident members are elected, and although there are a limited numbers of places, we want to see more aspiring Board members.

If you've got the time and the drive, why not considering getting on Board?

Adverts feature regularly in the *At Home* magazine, and anyone can apply.



## Disability 1 1 or 1

**Interested?** Take it further: Focus on Disability, Disability Information Team (DIT)

A large proportion of our residents have disabilities, and it is important that we meet their needs effectively.

We want residents with disabilities to share their experiences and views with us to improve our services.

This includes looking at our duties under disability legislation, looking at the Disabled Adaptations service and looking at wider PHP services for their effect on residents with disabilities.

By having your say you can really influence the cleaning service you receive. We value your comments and can work together to make those important changes to your home environment.

**My Say...!**  
'PHP shares our priority: to make everything as accessible to disabled residents as anyone else'  
Tanya Jamali

**My Say...!**  
'We've really seen an improvement to the cleaning service since we've been talking to the contractor'  
Christopher Moody

## Monitoring Neighbourhoods 1 1 or 1

**Interested?**  
Take it further: grounds maintenance, neighbourhood walkabouts

The way a block or neighbourhood looks affects you in a big way. We aim to provide high quality estates services to help strengthen the communities in which you live. Our housing officers, caretakers and various teams work with contractors, other agencies and community groups to monitor neighbourhoods and drive up standards and services.

You know your neighbourhoods better than anyone and we need you to tell us how we can change and improve the services your communities receive.

**My Say...!**  
'We've just started the Repairs Panel, but already there are very important issues being brought to the group'  
Mr Bromell

## Cleaning 2 1 or 1

**Interested?**  
Take it further: Cleaning Monitoring Group

Your block or sheltered scheme is your home and we know that cleaning is an important part of how your home looks and feels. That's why we work with residents and cleaning contractors to drive up standards and services.

By having your say you can really influence the cleaning service you receive. We value your comments and can work together to make those important changes to your home environment.



## Leasehold 1 1

**Interested?**  
Take it further: Leaseholder Customer Services Panel

Do you want to influence the services that you receive as a leaseholder?

A lot of the issues here are relevant to both tenants and leaseholders, but we recognise that some issues affect leaseholders specifically.

Leaseholders have their own panel which deals with all leaseholder-specific issues, reviewing the quality and performance of the service.



## RESIDENTS PANEL

**Interested?**

The Residents Panel is made up of residents and leaseholders.

It liaises with PHP, the Borough of Poole and independent advisors, DWA, to ensure your views are represented and that you are kept fully informed on the Housing Options Appraisal Review.



## How much time is involved?

- Maximum hours required per month at home
- Maximum hours required per month **NOT** at home
- Big time commitment

## KEEP IN TOUCH

PHP is here to help with a range of issues. We want to hear your ideas on how we should be doing things. We're also here to listen if you've got a problem you'd like to discuss. We can even help if you want support with some personal development, life skills, or just how to turn on a PC!

If you'd like a say on how PHP does things, email [getinvolved@poole.gov.uk](mailto:getinvolved@poole.gov.uk)  
If you'd like to discuss any other issue - even one not covered on this page - call the Resident Involvement Team on **01202 264422**.

## Repairs 2 1 or 2

**Interested?**  
Take it further: Repairs Panel

We recognise how key the repairs service is to residents.

We want to enhance and maintain a quality Responsive Repair Service that meets the needs of all residents.

You can help us do this by talking to us and giving us your views.

Our panel of residents and staff meets to talk about how to improve services through a variety of means.

