



# Resident Involvement



We will actively involve you in shaping and improving services through a range of resident involvement and community engagement opportunities



We will achieve this by:

- Providing you with information in a variety of ways including the residents newsletter 'At Home', letter, notice boards, email, website and facebook
- Having clear, published ways to let you know how you can get involved
- Having a clear structure to ensure residents have a say in how we manage services
- Being clear about how your involvement has made a difference to services or neighbourhoods
- Publicising opportunities and encouraging you to get involved, and to take a lead in developing and running, a range of activities in your community
- Supporting you in the setting up of Resident Associations and Social Committees
- Offering you the opportunity to scrutinise and challenge our services, making recommendations for improvement to the Board
- Involving residents in the tendering of our procurement contracts
- Offering all residents the chance to attend and take part in our Annual Residents' Conference
- Providing a Residents' Resource Centre within our offices at Beech House, where you can hold meetings, access computers and undertake training
- Providing an expenses policy to ensure that you will not be 'out of pocket' through your involvement
- Offering you the chance to train and develop skills to ensure you feel confident to get involved



## Contact us

Tel No            0800 652 3900  
 Email            enquiries.php@poole.gov.uk  
 Website         www.yourphp.org.uk



## Alternative formats

If you would like this document in large print or in a different format, such as Braille or audiotape, or translated into a different language, please contact us on 0800 652 3900, or email enquiries.php@poole.gov.uk

