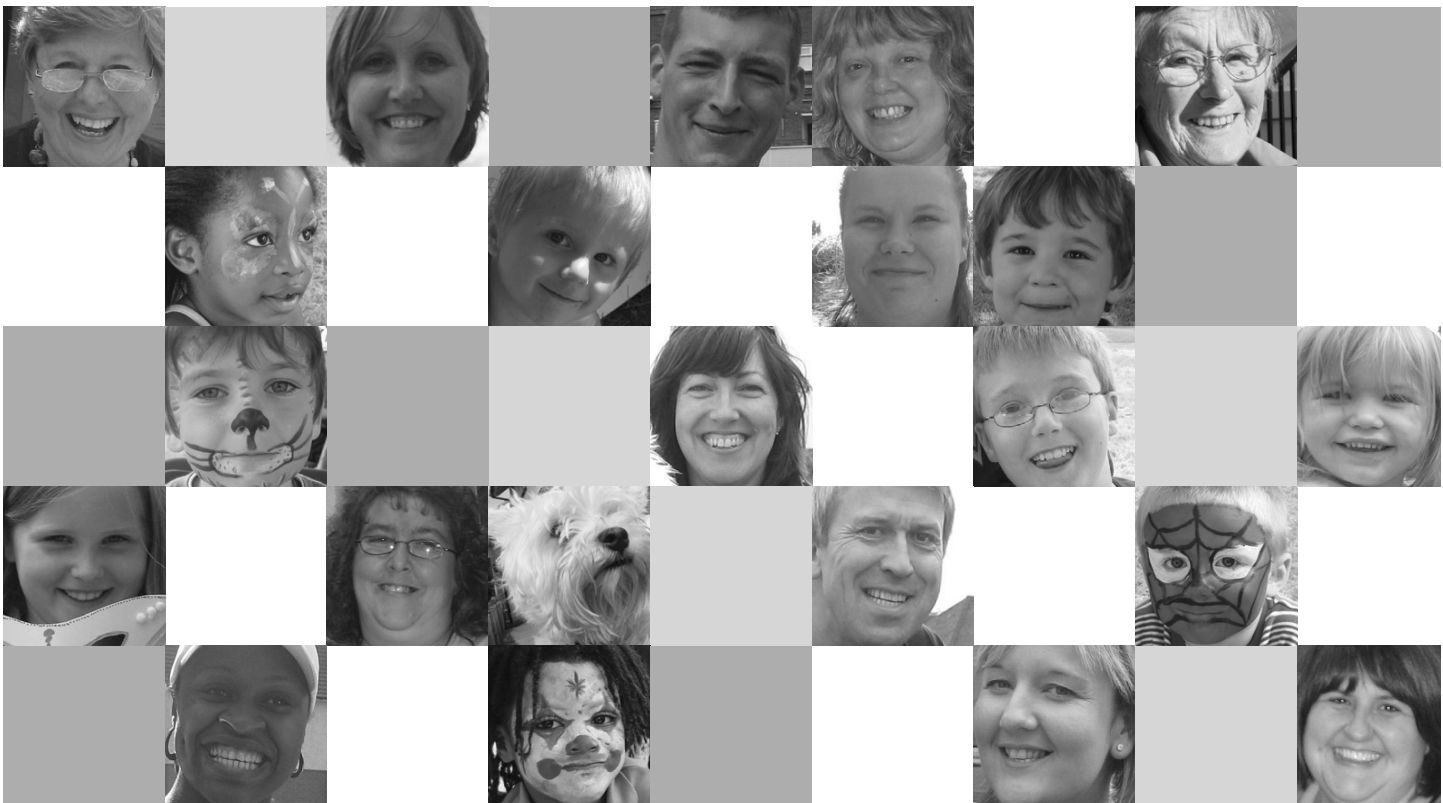




Community Involvement Team

Participate@CBH



'Putting our customers at the heart of what we do'

PARTICIPATE @CBH

CBH is committed to working in partnership to build strong communities. We do this by making sure you have as many opportunities as possible to let us know your views on CBH, the services we provide and the neighbourhoods we manage.

Our menu of opportunities offers a level of involvement that suits all. You may wish to get involved from the comfort of your own home or come along to a meeting, involve yourself in a community event or even become a member of a CBH working group or Residents' Association.

With the benefit of your involvement we aim to increase your level of satisfaction with your home, neighbourhood and the services we provide for you. We will do this by listening carefully to what you tell us and feeding back to you the actions we have taken as a result of your valuable input.

We will provide feedback to all our customers on our involvement activities through our annual Customer Involvement Impact Report.

Through listening, responding and feeding back to you, we hope to build a good, solid relationship with you, one that is built on our core vision and key objective of "putting our customers at the heart of what we do".

This booklet sets out a range of ways you can be involved with CBH and your community. Simply take your pick from the information on the following pages.

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COMMUNITY INVOLVEMENT

This is how you can influence the services we provide and the decisions we make plus you can learn new skills and meet new people. We have a variety of options for involvement with CBH and aim to attract a diverse range of people.

Innovate Form (at home)

The CBH Innovate form helps us identify customers who want to play a greater role in working with CBH and the community. Personal data is also collected to update our records. We are then able to tailor our services, for example how we communicate with you and how we respond accordingly.

100 Club (at home)

This is a panel of over 100 registered customers who take part in a postal survey four times per year to give us their views on CBH and our services.

E-100 Club (at home)

Email surveys are an excellent way for you to provide us with your feedback and views on services CBH provide from the comfort of your own home. These surveys are sent out four times per year via Email and are available to download and complete from CBH webpage. www.cheltborohomes.org

Repairs Satisfaction Survey (at home)

Satisfaction reply slips are sent out to your home with confirmation of completion for your repair request. We monitor all your comments and use your feedback information to improve our services and our customer promise. Satisfaction is monitored by the Responsive Repairs Working Group.

Anti Social Behaviour Questionnaire (at home)

These are questionnaires sent out to all customers following the closure of any ASB case. Your feedback helps us to monitor your satisfaction in the way we deal with anti social behaviour.

Phone Survey (at home)

We carry out a random selection of phone based surveys for a range of CBH service areas which include Responsive Repairs, Housing Revenue, Anti Social Behavior and new tenancies. This is to ensure we continue to receive your views to help us improve our services.

Customer Auditors, Mystery Shopping (at home)

Mystery shopping is a form of market research where individuals are trained to observe, experience and evaluate the full range of CBH services. Effective mystery shopping leads to benefits all round - for you our customer, CBH and staff. Mystery shoppers act out a typical 'customer experience' via phone calls, visits, observations, letters and emails.

CBH Communication (at home)

We publish three editions of the CBH News every year and quarterly editions of the Neighbourhood News for all our customers. Information is also available on our website.

Board Membership (at a meeting)

Each year we hold election for tenants who want to sit on the Board of CBH. Tenants who meet the qualifying criteria can be elected to represent the interests of all CBC tenants and leaseholders in the borough. This rewarding role is voluntary and unpaid though expenses are met. Board members sit on committees, for example, operations committee.

Annual Conference (at a meeting)

Every year we have at least one Conference where we hold workshops and exchange ideas and information with customers on a wide range of issues. This is an opportunity for you to influence investment plans and service decisions for the year ahead.

CBH Neighbourhood Meetings (at a meeting)

Six meetings across the borough and all CBC tenants and leaseholders are invited to attend. We discuss local issues and report on our performance. The meetings are held every three months.

Working Groups (at a meeting)

Regular meetings with CBH staff to discuss, develop and monitor a particular service, for example repairs. Working Group members also shadow staff, attend training, hold open days and carry out inspections. A regular report on the activities and achievements of each working group is submitted to CBH Operations Committee.

Focus Groups (at a meeting)

Groups of 10 – 12 people who meet once or twice to give their views on a particular subject. Recent focus groups have been used to capture views on our approach to anti-social behaviour, arrears, grounds maintenance, the Better Homes programme and the new Tenants' Handbook.

Leaseholder involvement (at a meeting)

The Leaseholders' Forum meets every two months to look at leaseholder issues. CBH provides both practical support and an annual grant. Senior CBH and CBC staff hold regular Leaseholder Liaison meetings with committee members for in-depth discussions on leaseholder issues.

Sheltered Housing Involvement (at a meeting)

This includes being a Scheme representative, attending our quarterly Sheltered Housing Forum meetings or being on the committee of the Sheltered Housing Association

Neighbourhood Services Liaison Meetings (at a meeting)

Customer representatives are invited to regular meetings with senior Neighbourhood Services staff. Representatives share their views on their neighbourhood and our services and find out more about our plans to improve.

Environmental Improvement Programme (at a meeting)

A share of £60,000 is available to all tenants and leaseholders of CBC to provide customer led, local environmental improvements. All schemes must benefit the community. Bids are prioritised by the EIP Working Group who also monitors progress with the work.

Street, Scheme and Block representatives (in your neighbourhood)

Street, Scheme and Block Representatives work with their local housing team to promote local issues and keep people informed of CBH's activities and associated outcomes. All Street, Scheme and Block Representatives have the support of their local community.

Tenant and Resident Associations (TARA's) (in your neighbourhood)

Tenant and Resident Associations are fully constituted groups of residents who represent a particular geographic area (e.g. Whaddon) or special interest group (e.g. the Leaseholders Forum). These Associations are made up of an elected committee, each with a Chair, Secretary and Treasurer. We provide accredited Associations with practical and financial support, including public liability insurance.

Neighbourhood Inspections (in your neighbourhood)

Customers are invited to attend regular inspections of neighbourhood areas with local housing officers and customer representatives. Attendees receive a written report of actions and outcomes and updates are also presented at CBH local Neighbourhood Meetings and are reported in the Neighbourhood News.



COMMUNITY DEVELOPMENT

As well as providing opportunities for customer involvement we are keen to find new ways to get to know you, and for you to know us, so that we can work together better to support our neighbourhoods and communities. To help us do this we have a programme of community development activities and often work in partnership with others to deliver these events.

Art, poetry and creative writing (in your neighbourhood)

We have successfully held a variety of these events that aim to bring people together, expand their horizons and build skills and capacity.

Environmental days (in your neighbourhood)

Residents and CBH staff work together to clean up local neighbourhoods. We provide all the equipment and complete risk assessments.

Fun days (in your neighbourhood)

We hold two CBH led Fun days every year, one in Oakley and one in Hesters Way. In addition we support other agencies by providing activities at other fun days across the town. They are a great opportunity to meet local people and build positive relationships and have some fun.

Holiday activities (in your neighbourhood)

This covers a wide variety of fun and games including mask making, badge making, face painting etc. often themed around the holiday festivities for example Easter and Halloween.

Junior Wardens (in your neighbourhood)

We have a successful Junior Warden scheme in St Pauls and plan to roll the scheme out to other areas in the future. Junior Wardens are aged between 7 – 11 years old and work with our Neighbourhood Wardens to look after their local environment.

Youth Forum (in your neighbourhood)

In partnership with Cheltenham Youth Services we hold a Youth Forum in St Paul's for 11 – 15 year olds. The Forum meet regularly (often over pizza) and tell us their views of their neighbourhood.

Neighbourhood Picnics (in your neighbourhood)

These are informal, fun events held in the heart of the neighbourhood. Based around healthy eating, fun activities and informal consultations we hold one every week of the summer holidays.

Sheltered Housing activities (in your neighbourhood)

Introduced at Christmas 2007 we now have a range of activities planned for residents of our sheltered schemes including art & crafts and planting seasonal bulbs etc.

CBH LEARNING CURVE

Developing peoples' skills, confidence and capacity is a key component of what we do. We provide a wide range of free workshops through the CBH Learning Curve. These cover a variety of subjects on housing issues, group working skills and personal development that help attendees to develop new skills and to meet new people. We hold at least one workshop every month.

What is the Learning Curve?

CBH's commitment to deliver an excellent housing service is dependant on our customers (you) being at the heart of what we do. In order for this to be effective we offer a wide range of high quality workshops that are available to all CBC tenants and leaseholders.

The learning curve programme is designed to support you, as an individual, and as part of a group, to help shape and improve housing services and to get involved in your community.

The workshops can enable you to gain the confidence, knowledge and skills so that you can represent your community effectively.

These workshops can also enable you to develop your personal skills.

We aim to provide a minimum of one workshop opportunity per month under the 'Learning Curve' skills programme.

Workshops will be arranged and advertised on a quarterly basis with one workshop from each of the following categories offered each quarter:

- Personal development
- Group working skills
- Housing issues

All attendees receive a CBH attendance certificate.

The times and locations of the workshops will vary to ensure all customers can access the workshops. All venues are fully accessible and transport, a hearing loop and interpreters are available on request.

Who can attend?

Workshops are open to all tenants and leaseholders of Cheltenham Borough Council and we particularly encourage Street, Scheme and Block representatives, members of Forum's, Resident Associations and working Groups attend workshops.

What does it cover?

A selection of workshops and taster sessions are available but if you are interested in a topic we do not cover please let us know and we will see what we can arrange.

Satisfaction ratings of all workshops are posted on our website at www.cheltborohomes.org

How do I sign up?

Just dial the freephone number 0800 408 0000 option 4 and speak to one of the Community Involvement Team to book or email communityinvolvement@cheltborohomes.org

You could also speak to your Housing Officer or ask at your local area office.

What support is available?

- Free transport to and from the venue
- Child care and carers allowance
- Loop system and assistance of a recognised BSL interpreter
- Translator and interpreter if English is not your first language or you require any literacy support.

Learning Curve Working group

The Learning Curve Working Group is made up of Cheltenham Borough Homes customers who work to improve and monitor the workshops we provide.

Which Workshop is for you?

Workshops are split into three categories:

- Personal development
- Group working skills
- Housing issues

Personal Development workshops

These workshops help you develop a range of useful skills and include:

- DIY Skills
- Basic First Aid
- Assert Yourself
- Financial Awareness
- Drug and alcohol awareness
- Basic British Sign Language
- Fit for Fun
- Healthy eating, healthy cooking

Group Working Skills

These workshops are aimed at tenants & leaseholders to support them in their various roles within their groups and associations eg;

- Chairing Skills
- Treasurer's Role
- Minute Taking
- Together We Can
- Book-keeping skills
- Secretarial skills

Housing issues

These workshops help you to develop your understanding and knowledge of current housing policy and procedures. They are usually delivered by Cheltenham Borough Homes (CBH) or Cheltenham Borough Council (CBC) staff though in some cases trainers from external agencies will deliver the session.

Workshops include:

- Housing Allocation Policy
- Housing Finance
- Rechargeable repairs
- Anti-social behaviour
- Choice Based Lettings

External opportunities

These are workshops and short courses offered by other recognised tenant training organisations such as Priority Estates Project (PEP) or the Tenant Participation Advisory Service (TPAS). These workshops enable tenants & leaseholders to meet and network with other residents from different parts of the country, and to gain knowledge of what is happening in other areas.

Whilst CBH offers a number of training courses, we will also signpost and provide you with information on other workshops being provided within your local community.

For more information on external agencies visit the following websites:

www.instepservices.co.uk

www.traffordhall.com

www.tpas.org.uk

www.pep.org.uk

www.cih.org.uk



If English is not your first language and you would like a translation or audio tape of this information we can get one for you. This information is also available in Braille or large print and we subscribe to Language Line. Please contact the Community Involvement Team on freephone 0800 408 0000 or email communityinvolvement@cheltborohomes.org

Gujarati

જો ઈંગ્લિશ તમારી પ્રથમ ભાષા ન હોય અને તમને આ માહિતીનો તરજૂમો કે ટ્રેન્સલેશન અથવા ઓડિઓ ટેપ જોઈતી હોય તો અમે તમારે માટે મેળવી આપી શકીએ. આ માહિતી અંદાવિપિ (બ્રેઈલ) અથવા મોટા છાપેલા અક્ષરોમાં પણ મળી રહે છે, અને અમે લેંગ્વેજ લાઈનને લવાજમ ભરીએ છીએ. કૃપા કરી કમ્યુનિટી ઇન્વોલ્વમેન્ટ ટીમનો સંપર્ક ફોન 0800 408 0000 ઉપર કરો અથવા ઈમેઈલ કરો communityinvolvement@cheltborohomes.org

Portuguese

Se o inglês não é a sua primeira língua, e se desejar uma tradução ou cassete áudio com esta informação, podemos fornecê-la. Esta informação também está disponível em Braille ou num formato de impressão maior, e estamos registrados com o serviço de interpretação LanguageLine. Queira contactar a Equipa de Envolvimento da Comunidade (Community Involvement Team) através do telefone gratuito 0800 408 0000, ou envie um e-mail para communityinvolvement@cheltborohomes.org

Turkish

İngilizce anadiliniz değilse ve bu bilginin tercümesini veya ses kasetini isterseniz, sizin için bir nüsha edinebiliriz. Bu bilgi aynı zamanda görmeyenler için Braille ile ya da büyük puntolarla bulunmakta olup, biz Lisan Hattı (LanguageLine) hizmetinden yararlanmaktayız. Lütfen Toplum Katılımı Ekibi ile ücretsiz telefon numarası 0800 408 0000'dan veya email ile ilişki kurun: communityinvolvement@cheltborohomes.org

Bengali

যদি ইংরেজী ভাষা আপনার মাতৃভাষা না হয় এবং এই তথ্যের অনুবাদ অথবা অডিও টেপ চান তাহলে সেটার ব্যবস্থা আমরা করতে পারবো। ব্রইল অথবা বড়ো ছাপার অক্ষরও এই তথ্য পাওয়া যাবে এবং আমরা ভ্যাভুয়েজ লাইনের গ্রাহক। ফোন 0800 408 0000-তে অথবা communityinvolvement@cheltborohomes.org-এই ইমেইলে অনুগ্রহ করে কমিউনিটি ইনভলভমেন্ট টীমকে যোগাযোগ করুন।

Polish

Jeżeli angielski nie jest twoim pierwszym językiem i jeżeli chciał(a)byś otrzymać polskie tłumaczenie tej informacji lub nagranie na kasecie możemy to dla ciebie zrobić. Informacja ta jest również dostępna w alfabecie Braille'a lub napisana większym drukiem. My również korzystamy z usług tłumaczy z Language Line. Prosimy skontaktować się z biurem Community Involvement Team, darmowy numer telefonu 0800 408 0000 lub przesłać email do communityinvolvement@cheltborohomes.org

Cantonese

若英語不是你的母語，且你想要這份資訊的譯文或錄音帶，我們可以提供。我們還向語言服務機構 LanguageLine 訂購了盲文版和大字體版。如有需要，請聯絡社區參與團隊 (Community Involvement Team)，免費電話 0800 408 0000，電子郵件 communityinvolvement@cheltborohomes.org

FREEPHONE 0800 408 0000 VISIT www.cheltborohomes.org

Calls are free from a landline only, mobile calls will be charged at your providers standard rate.