



Community Development

COMMUNITY DEVELOPMENT

COMMUNITY DEVELOPMENT

Pickering and Ferens Homes is committed to improving good communications and providing ways of listening to and giving information to residents. We encourage residents to participate in a variety of formal and informal ways.

Our Trustees have endorsed a Community Development Programme which is designed to do this.

RESIDENT CONSULTATION

We want to listen to residents views about the services we provide.

There are a number of ways in which we do this. We consult our residents through a variety of methods both formal and informal, such as, Community Development Committee meetings, resident satisfaction surveys, and other surveys. The opinions of our residents are sought before we change our policies or practices, so that everyone is fully involved when key decisions are made.

We have a place on the Board of Trustees for a resident, in order to ensure that residents are represented at the highest level.

RESIDENTS ASSOCIATIONS

We pride ourselves in our commitment to encourage residents to actively participate in their communities. We have done this over a period by building community centres, or pop-ins at our schemes. Residents are encouraged to form Residents Associations, or a more informal 'Working Group' if that is what residents want. We also offer training and a start up grant for such groups.

They must however agree to accept the principles of The Residents' Association Constitution 1995 (updated 2002).

COMMUNITY DEVELOPMENT COMMITTEE

Representatives from each Residents Association (usually the Chairperson and the Secretary) are invited to quarterly Community Development Committee meetings. The Director together with representatives from the Housing and Maintenance sections attend these meetings. The Director usually chairs these meetings.

The meetings are planned in advance and an agenda is circulated although any other relevant items are also discussed.

Meetings are planned so that information is given to Trustees at their next meeting as necessary.

At each meeting residents are invited to attend the full Board of Trustees meetings as an observer.

COMMUNITY LIAISON OFFICER

We employ a Community Liaison Officer whose role is to encourage all residents to participate in social activities. They pay special attention to those schemes where there are no communal facilities.

Pickering and Ferens Homes
Silvester House
The Maltings
Silvester Street
Kingston upon Hull
HU3 1HA
Tel: 01482 2232783
Fax: 01482 223805
Email: info@pfh.org.uk
Website: www.pfh.org.uk

We can also provide this information on audiotape, large print or Braille and in any other minority language.