

PICKERING & FERENS HOMES

YOUR MENU OF CHOICES

Personal Details

Please note this information will be treated as being private and confidential and will only be used to record information with regard to those residents who wish to become involved in resident involvement and participation.

PLEASE PRINT

Name.....

Address.....

.....

Post Code.....

Telephone number.....

E-mail address.....(If appropriate)

Have you been involved with resident involvement / participation prior to now –
Please tick the appropriate box below:-

YES NO

Finally: Please return your menu of choices to:

Pickering and Ferens Homes
Silvester House
The Maltings
Silvester Street
Hull
HU1 3HA

Thank you for your assistance.



Pickering and Ferens Homes

Silvester House
The Maltings
Silvester Street
Hull
HU1 3HA
Tel: 01482 223783
Email: info@pfh.org.uk
www.pfh.org.uk

We can provide this information on audio tape, large print or Braille
and in minority languages. For more information, please contact us on (01482) 223783



Pickering and Ferens Homes



Resident Involvement Opportunities

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The following are methods / ways in which you may become more involved with regard to the operation of the organisation. The options range from the occasional telephone call to becoming a potential nominated Resident Trustee of Pickering and Ferens Homes.

OPTION 1 – the following opportunities will require some work but should not take up too much time or commitment. This option is aimed at residents who wish to be involved from the comfort of their own home and in their own time. Information is provided to you by Pickering and Ferens Home either by telephone, post and / or e-mail. Examples include forming a consultative panel whereby residents can be contacted either by post or by telephone at home in order to give their views on a variety of issues affecting the organisation, such as changes in policy. Alternatively you may be asked to provide your comments back to us with regard to new surveys and questionnaires – which we are progressing.

OPTION 2 – requires more involvement and commitment from residents. This option is for residents who wish to take a real interest in what is happening in and around the community in which the resident lives. Examples include:-

- Residents Associations / Working Groups – are formally established groups of residents who live in a specific area – who agree to sign up to the Residents Association Constitution. A Resident Association has a working party – which includes a Chairperson, Secretary and Treasurer. The association often uses these members as a point of contact to discuss issues directly affecting the area,
- Scheme walkabouts – residents living in an area agree, on an annual basis to walk around the scheme that they live on – accompanied by appropriate staff of Pickering and Ferens Homes. The purpose of these walkabouts is to assess the appearance of the scheme – and to highlight requirements for the future improvement of the scheme, and
- Attendance at Area Forums – the association has recently agreed to form three area community forums – in respect of the East, the West and the North areas of the City. It is anticipated that these more formal meetings will take place on a quarterly basis. Staff of Pickering and Ferens Homes will be in attendance. Minutes of the meetings will be taken and will be submitted to the Residents Committee. This is a direct opportunity to discuss issues affecting each of the areas – and to make your views known.

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OPTION 3 – These types of involvement enable residents to influence how the association manages and provides a large range of services to all residents of the association. Examples include:-

- Mystery Shoppers – are residents who either visit our office or ring us to ascertain how we deal with queries / problems. It will be necessary to attend a training event. In return you will be asked to provide us with information as to how the query was dealt with. In this way we can learn how the query was handled and hopefully improve,
- Editorial Forum – the Forum is a group of residents who meet in order to help design and agree what is to be included in the quarterly magazine, People First. There are presently four newsletters per year. Residents will meet with staff of Pickering and Ferens Homes together with the producers of the newsletters and discuss the proposed content, style and layout of the Newsletters, and
- Focus groups – these are used when the association wishes to consult/engage with residents in respect of a one-off subject area. Focus groups are held with a selection of residents who have previously shown an interest in being involved in one of these meetings. Residents would be asked to attend a one off meeting in order to discuss a specific topic area – for example the layout of the association's website.

OPTION 4 – NOMINATED RESIDENT TRUSTEES

This option provides residents with the ultimate opportunity to influence the work and operation of the organisation. At the present time two Resident Trustees have been appointed by the residents of Pickering and Ferens Homes to our Board of 12 Trustees. The Board of Trustees is responsible for the governance of the association. The Board is also responsible for the direction of the organisation. The term of office for a Resident Trustee is 4 years. At the present time the Board meets four times per year. There are however a number of other committee meetings, training events etc. that the nominated Resident Trustee would be required to attend. Nominated Resident Trustees are appointed by the residents of Pickering and Ferens Homes.

OPTION 5 – Finally and on occasion the association is contacted and requested to supply the name(s) of any resident(s) who may wish to help participate in national working groups – in order to help influence and improve standards in housing – throughout the country. Involvement may range from completing a standard questionnaire to attending a working group – which would meet outside of the city. Again reasonable expenses would be paid by Pickering and Ferens Homes.

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Please place a tick in the resident involvement boxes you are interested in. We will keep your contact details and contact you as and when appropriate opportunities for resident involvement occur. Thank you for your assistance.

I am interested in resident involvement and participation – in the following areas:-

	Please tick if interested
OPTION 1	
a) Telephone, post and / or e-mail contact – e.g. a consultative panel	<input type="checkbox"/>

OPTION 2	
a) Resident Association / Working Group – in area	<input type="checkbox"/>
b) Scheme walkabouts – in area	<input type="checkbox"/>
c) Attendance at Area Forums	<input type="checkbox"/>

OPTION 3	
a) Mystery shopper	<input type="checkbox"/>
b) Editorial Forum	<input type="checkbox"/>
c) Focus Group meetings	<input type="checkbox"/>

OPTION 4	
a) Future / possible – nominated resident Trustee	<input type="checkbox"/>

OPTION 5	
a) Attendance at a national working group / national consultation	<input type="checkbox"/>