



Involving the community
be part of it!"



Golden Gates
Housing Trust

Customer Involvement Statement (CIS)

Summary 2010/2012

Updated – 5th Edition • September 2010



Golden Gates Housing Trust (GGHT) believes tenants should be at the heart of all decision making and have a fundamental role in shaping services. GGHT has an established history of involving tenants and residents when making changes to services or introducing new services. In 2007, the Government's Housing Inspectorate described GGHT resident involvement as a "significant strength". We intend to build on this strong base and continue to improve opportunities for customers to give their views and get involved.

Our vision

GGHT's vision is to be "A leading housing provider creating quality homes and neighbourhoods where people want to live". Our vision and aims for GGHT could not be achieved without the involvement of tenants and residents.



What is the Customer Involvement Statement (CIS)?

The statement is our policy on how we encourage tenants and residents to get involved. To us, involvement means all the activities and processes that:

- we undertake to help us understand what residents and communities want
- enable residents and communities to have more influence over decisions, when they want it
- enable people to get involved should they want to
- enable tenants to get involved in the management of their homes
- build capacity in communities to empower tenants and residents to get involved and promote community cohesion.

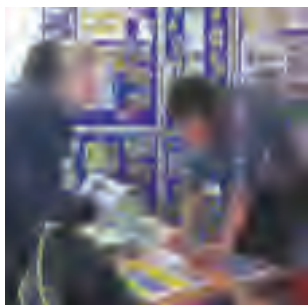
GGHT is committed to ensuring that all customers will have the opportunity to be involved both on a formal or informal basis, as individuals or as members of groups, at a level they feel comfortable with and at a pace that they determine.

GGHT is committed to ensuring all tenants have a choice in how they can share their views, get involved or play a more participatory role.

Core standards of our Statement

Our statement contains the following customer approved Core Standards:

- The way we involve you in the Housing Service.
- The information we will provide.
- The range of different participation you can be involved in.
- How we will resource involvement activities.
- The way meetings will be arranged and conducted.
- The criteria Tenant & Resident Associations (TRAs) should operate to.
- How quality of life issues will be included.
- The role of Staff and GGHT Board Members.
- How monitoring and measuring performance will be carried out.



How is the Statement monitored?

Customers have agreed a number of objectives for participation:

- To increase opportunities for participation throughout the Borough through formal and informal contact with tenants and residents.
- To ensure appropriate support and training is provided to tenants and residents to get involved both individually and in their community at a level that suits them.
- To ensure effective consultation and participation in all aspects of service delivery and service improvement.
- To ensure all customers are kept informed, up to date and information is comprehensive, customer approved and in plain language.
- To ensure we promote equality and diversity and develop links with all hard to reach groups including, Black, Minority and Ethnic groups, the disabled, the elderly and the youth.




To achieve these objectives, a number of targets will be set each year by the Customer Consultation Panel (CCP), who will monitor progress of their achievement.






How can I get involved?











There are a number of ways in which tenants and residents can get involved in developing new services, changing or implementing new policies and procedures and giving feedback on existing services.

Key

Low Level: Various – 12 hours per year	
Medium Level: 12 – 24 hours per year	
High Level: 24+ hours per year	

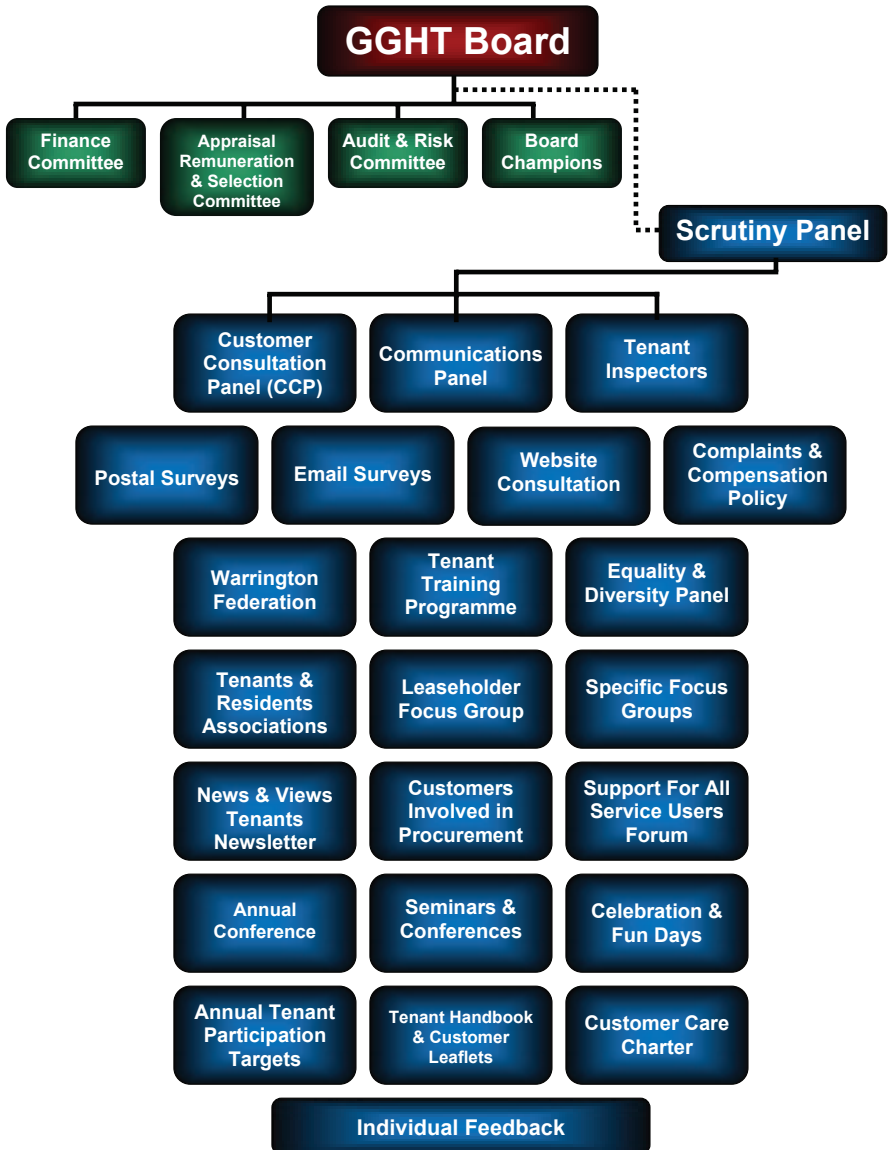
These include:

Activity	Time Commitment	Purpose
Armchair Consultation		Give your views by email, post, phone, via the website or text in the comfort of your own home.
GGHT Customer Consultative Panel (CCP)		A group of customers who meet every 2 months to give views on current service consultations.
Informal Chats		Speak to staff about your concerns and suggestions.

Activity	Time Commitment	Purpose
Leaseholders Focus Group		If you are a leaseholder then come along and give your views on issues that affect you.
Free Training		Anyone can get involved in one of our and interesting free courses. Meet new people and learn new skills.
Tenant Board Member		Be a Board member and be part of making strategic decisions about GGHT.
Communications Panel		Reviewing all forms of communications that GGHT use to communicate with customers e.g. website, leaflets, News & Views and much more.
Scrutiny Panel		Scrutinise our performance and how we deliver services, challenge decisions made by the Board, review policies and monitor GGHT performance.
Tenant Inspectors & Mystery Customers		See what goes on behind the scenes or get involved in carrying out checks on our front line services.
Estate Inspections		Going out with GGHT officers and other customers to inspect and monitor the condition of our estates.
Warrington Federation		A customer run group for interested individuals and constituted Tenants & Residents Associations.
Attending special/informal events		E.g. fun days, conferences, seminars, information days, coffee mornings etc.
Tenants & Residents Associations		Join your local group and get involved with community issues and events.

Will it cost me anything to get involved?

We do not want any customers to be out of pocket for giving us their views and getting involved. So when we organise any meeting or consultation event we pay out of pocket expenses to everyone who attends to cover their costs and will provide refreshments. These payments do not affect any benefits you may be on.





Find out more...

For more information on the CIS or how you can get involved, please contact the GGHT Tenant Participation Team. We always welcome new ideas from our customers:

Freephone: (option 2)

0800 25 26 27
(Monday – Friday, 8am-6.30pm)

Mobile phone users:

01925 452452 (standard rate)

Website:

www.gght.org.uk

Email:

tenant.participation@gght.org.uk

Post:

Golden Gates Housing Trust, Tenant Participation Team, PO Box 1181,
Warrington, WA1 9FB

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And many more...

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ہیلپ لائن پر یا کسی اور طریقہ سے جان-پوش کریں۔

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Jeżeli wymagasz informacja w innym języku, prosimy o kontakt pod numerem telefonu 0800 25 26 27 lub o zwrócenie się do któregoś z pracowników.

Если Вы хотели бы эту информацию на другом языке, пожалуйста, позвоните на номер 0800 25 26 27 или свяжитесь с членом штабта.

Bu belgeyi bir başka dilde veya başka bir şekilde isterseniz lütfen 0800 25 26 27 numaraya telefon ediniz veya görevli memuruyla konuşunuz.

اگر آپ یہ دستاویز کسی اور زبان میں چاہتے ہیں تو براہ کرم 0800 25 26 27 پر ہیلپ لائن پر یا کسی اور طریقہ سے
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Please just contact a member of staff at Golden Gates
Housing Trust free on 0800 25 26 27



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