



Opportunities to get involved

2009



PEABODY

This year, we hope you will consider getting involved with Peabody. We've recently expanded the range of opportunities you have to influence and shape our policies and monitor our service delivery. There are more ways than ever before to have your say about how we can create truly great Peabody communities.

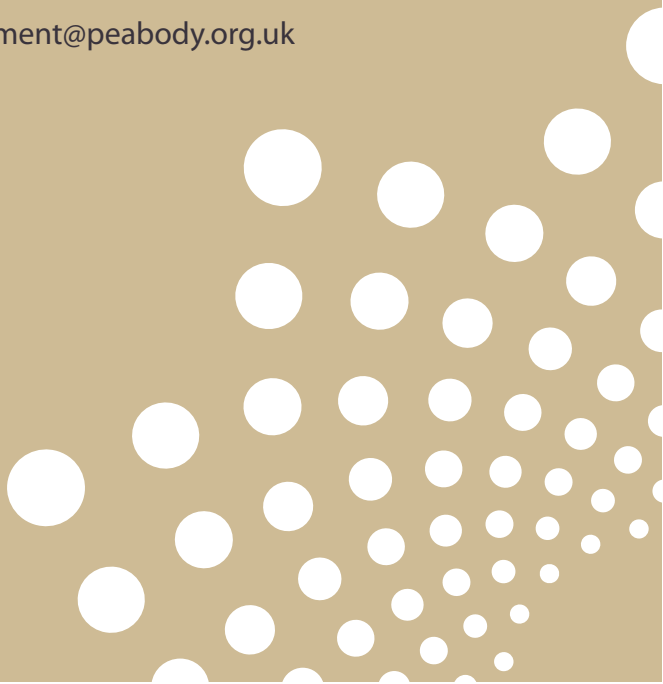
This leaflet explains the different options for involvement and giving feedback. There is something for everyone, suited to those of you with a busy lifestyle or for those able to make a bigger time commitment.

For further information about any of the opportunities listed here and to get involved, please contact:

Customer Involvement team

Phone: 020 7021 4444 or 0800 0224040 (free from landlines)

Email: customer.involvement@peabody.org.uk



Customer Panel

Perfect for:

If you don't have that much time in your schedule but are keen to influence specific policies and services.

What's involved:

Giving feedback on Peabody's policies, services and programmes. You'll get to choose which service areas interest you most and we'll only contact you about the topics you've chosen.

Time commitment:

As much or as little as you'd like.

Location:

Much of the Customer Panel's feedback is provided from home—over the phone, by post or by email—though we may occasionally invite you to our head office to take part in a focus group or meeting.

Benefits:

Each time you participate in Customer Panel activities we will send you a £5 gift voucher.

"The Customer Panel suits me as Peabody send me policies and strategy to read by email and I read them at home and make comments. I am pleased that they take my views into account."

Panel member

Training courses and continuing education

Perfect for:

If you want to get involved with Peabody and your local community, but don't know where to start. We can help you find the course that's right for you.

What's involved:

Training courses on a wide range of useful subjects, from how to chair a meeting or run a project to how to become a community leader. We also offer a chance to work towards a degree in Housing at Birkbeck College.

Time commitment:

Depends on the training course. Typically, our courses are half to a full day in length and are held on a weekday though there are also some sessions held during evenings and on Saturdays.

Location:

Mostly within London.

Benefits:

You will learn to become an active citizen, gaining a real sense of accomplishment and meeting some great new people with similar interests. You can also gain qualifications and work toward a university degree.





Annual Residents' Conference

Perfect for:

You and your family.

What's involved:

Hear about what Peabody has been doing over the last year, influence future plans and ask questions of Chief Executive Steve Howlett, Board Members and the senior management team.

Time commitment:

Saturday, 12 September 2009
Registration will start at 9.30am and the conference will wrap up at 2pm.

Location:

ZSL London Zoo in Regents Park. Last year the venue was a huge success, so make sure to book your place as soon as possible.

Benefits:

Free family admission to the zoo in the afternoon following the conference and buffet lunch. As well, some free childcare places are available so that you can enjoy the conference while your children meet the animals.

"I really enjoyed the conference this year. We were given the opportunity to vote on the Business Plan, find out how the credit crunch is affecting Peabody and hear about new projects that Peabody are involved in."

2008 conference delegate

Coffee mornings

Perfect for:

If you want to get your local concerns heard by Chief Executive Steve Howlett.

What's involved:

Coffee mornings have no agenda or presentation, they're informal discussions with Steve on the topics of your choice.

Time commitment:

A few hours, usually on a weekday morning.

Location:

Steve will be holding his next Coffee Morning at Coopers Road estate on 8 May 2009. Following that, there are opportunities for you to invite Steve to coffee mornings in your area on:

18 August 2009

4 November 2009

Benefits:

A nice cup of coffee and the opportunity to speak directly to Steve about the issues that are important to you.

"It was nice meeting Steve, it is really important to be able to talk to the top man."

Clerkenwell estate resident



Residents' associations and community groups

Perfect for:

If you like to be involved in making things happen on your estate and in your community.

What's involved:

Residents' associations and community groups meet on a regular basis to get things done in the community, whether it be to improve local services, tackle problems, run a community facility or plan events. Our resident groups work closely with us to make our communities better places to live.

If your estate doesn't already have a residents' association or community group, Peabody can give you financial and practical support if you're interested in starting one.

Time commitment:

Resident groups normally meet monthly, but the amount of time you devote outside these meetings will be your choice and depend on your role within the association.

Location:

Residents' associations generally meet on your estate or at a nearby location.

Benefits:

Peabody provides generous funding to support residents' associations in their activities.

"I am a firm believer that resident associations can improve the communities they represent working closely with Peabody and influencing change."

Judith Larkin, Tachbrook residents' association

Regional Consultative Forum

Perfect for:

Residents' association representatives who are looking to increase their involvement and want to look at local issues on a neighbourhood level.

What's involved:

Each residents' association can send three representatives to their Regional Consultative Forum meetings. You'll work with representatives from other estates and senior members of Peabody's Neighbourhood Services team. There are two Regional Consultative Forums, one for the West region of London and one for the East.

Time commitment:

Meetings take place four times a year, dates to be announced by neighbourhood managers.

Location:

The West Forum is normally held on the Hammersmith estate, the East Forum at Peabody's head office.

Benefits:

There's no better place to share experiences and best practices with your fellow residents' association representatives. You'll also have influence on a range of issues that are important to you.

"The Forum provides residents with an opportunity to find out what is happening beyond our own estate, to bid for funding and share experiences with other resident representatives."

Peter Hogben, Chair, West Regional Consultative Forum

Tenant Liaison Committee

Perfect for:

Regional Consultative Forum members who are looking to get more involved with Peabody at a senior level.

What's involved:

You'll promote tenants' rights and represent your residents' association's views to Peabody, then report back to the Regional Consultative Forums. There are six total available places elected from the two forums.

Time commitment:

In addition to your commitments for your residents' association and the Regional Forum, you'll attend quarterly meetings of the Tenant Liaison Committee.

The remaining 2009 meetings will take place on:

Saturday, 18 April, 10am–1pm

Saturday, 18 July, 10am–1pm

Saturday, 17 October, 10am–1pm

Location:


Meetings take place at Peabody's head office.

Benefits:

You will gain a better understanding of issues in the housing sector as well as experience working with senior Peabody management.

"We consider the TLC to be the most important committee for residents in that it represents residents' group's views at a very high level."

Fred Calcott, Chair, TLC





Diversity Forum

Perfect for:

If you've got a keen interest in equality and diversity issues.

What's involved:

The Diversity Forum reviews Peabody's policies and services to make sure that we are promoting equality and diversity. Forum members propose ideas to help make sure that all groups of Peabody residents are treated fairly and equally.

Forum members also organise regular events that celebrate diversity. Topics include equality and human rights, aids and adaptations, sexuality issues and mental health.

Time commitment:

The Diversity Forum meets six times a year.

The remaining 2009 meetings will take place on:

Thursday, 2 April, 6.30pm–8.30pm

Thursday, 18 June, 6.30pm–8.30pm

Thursday, 17 September, 6.30pm–8.30pm

Thursday, 22 October, 6.30pm–8.30pm

There is also an Annual General Meeting on Saturday, 26 September, from 10.30am–1.30pm.

You can be as involved as much as you like—if you don't have the time to commit to being a fully-fledged Forum Member, you can still attend the AGM and any of the special events that catch your interest.

Location:

Meetings are held at Peabody's head office, while the AGM will take place at the Imperial War Museum.

Benefits:

There's lots to celebrate about the diversity of Peabody communities. You can meet interesting people, learn about your neighbours and have a real influence over policies and services.

"The Diversity Forum gives us an opportunity to explore how we and Peabody can treat everyone fairly, recognise individual differences and meet their individual needs."

Melody Robinson, Chair, Diversity Forum

Resident Review Committee

Perfect for:

If you're committed to making Peabody's services the best they can be.

What's involved:

You'll play a key role in examining Peabody's performance and making service improvement recommendations to our senior management and Board.

Time commitment:

The Resident Review Committee meets five times a year.

The remaining 2009 meetings will take place on:

Wednesday, 25 March, 6.30pm–8.30pm

Wednesday, 10 June, 6.30pm–8.30pm

Wednesday, 9 September, 6.30pm–8.30pm

Wednesday, 21 October, 6.30pm–8.30pm

Location:

Meetings take place at Peabody's head office.

Benefits:

We'll provide you with all the support you need, including training and access to a laptop with broadband internet. Peabody will also pay an attendance allowance and childcare costs. You'll also be able to earn credits toward a degree in Housing from Birkbeck College.

"The Resident Review Committee is a committee with teeth. It focuses on improving services and allows residents to make improvement recommendations that Peabody really have to listen to."

Abigail Anfam, RRC member

Customer Inspectors

Perfect for:

If you're looking for more "hands-on" ways to influence the quality of Peabody's services to residents.

What's involved:

Customer Inspectors act as the eyes and ears of the Resident Review Committee. You will "inspect" Peabody services by carrying out surveys, interviewing Peabody employees, mystery shopping, visiting our offices and job shadowing.

Time commitment:

Customer Inspectors contribute around four to six hours per month.

Location:

Some work can be done from home and you will spend time at Peabody's head office or estates across London.

Benefits:

Full training and support is given to all Customer Inspectors. It is a great way to gain experience with the housing sector and develop a better understanding of the practical ways in which Peabody provides services.

"I like being a Customer Inspector at Peabody as it gives me the opportunity to find out what goes on behind the scenes, compare performance against standards and interview staff."

Hossam Alhaj-Ahmed, Customer Inspector

