

## Translation service

যদি আপনি এই লিফলেট বাংলায় পেতে চান, তাহলে :

- পলিসি এবং ইনক্লুশন সার্ভিসকে লিখুন 45 Westminster Bridge Road, London SE1 7JB; অথবা
  - ই-মেইল করুন [translate@peabody.org.uk](mailto:translate@peabody.org.uk)
- আপনার নাম ও ঠিকানা আমাদেরকে বলুন ও 'ARA Ben' উল্লেখ করুন।

Bu broşürün Türkçesini istiyorsanız lütfen şu adrese yazın:

- Policy and Inclusion Service, 45 Westminster Bridge Road, London SE1 7JB ya da
  - İnternet üzerinden e-posta gönderin: [translate@peabody.org.uk](mailto:translate@peabody.org.uk)
- Adını-soyadınızı, adresinizi eklemeyi ve 'ARA Tur' referans numarasını belirtmeyi de lütfen ihmal etmeyin.

إذا أردت أن تحصل على هذه الكراسة باللغة العربية، فيمكنك أن:

- تكتب رسالة إلى: Policy and Inclusion Service, 45 Westminster Bridge Road أو: London SE1 7JB
  - تبعث برسالة عبر البريد الإلكتروني على العنوان: [translate@peabody.org.uk](mailto:translate@peabody.org.uk)
- وإبلاغنا عن اسمك وعنوانك وكتابة العبارة 'ARA Ara' باللغة الإنجليزية.

Si vous désirez obtenir cette brochure en français, veuillez :

- Ecrire à Policy and Inclusion Service, 45 Westminster Bridge Road, London SE1 7JB ; ou
- Adresser un courrier électronique à [translate@peabody.org.uk](mailto:translate@peabody.org.uk) en précisant votre nom, votre adresse et la référence 'ARA Fre'.

Se desejar este folheto em português, pode:

- Escrever para o serviço de política e inclusão (Policy and Inclusion Service) na morada 45 Westminster Bridge Road, London SE1 7JB, ou
- Enviar um email para [translate@peabody.org.uk](mailto:translate@peabody.org.uk) apresentando o seu nome e a sua morada, e citando 'ARA Por'.

This document is also available in large print, braille or audio format

Peabody  
45 Westminster Bridge Road  
London SE1 7JB

Tel: 020 7021 4444 or 0800 022 4040 (free from landlines)  
Email: [peabody.direct@peabody.org.uk](mailto:peabody.direct@peabody.org.uk)  
[www.peabody.org.uk](http://www.peabody.org.uk)



Diversity forum



Mystery shopper



Get Involved



Resident Review Committee



*We believe that our residents should be at the heart of everything we do. Our aim is to continue to help you get involved in our day-to-day work.*

*We are committed to providing the highest standard of customer services. Your views are vital to making sure that our services are of a high standard, give value for money and meet your needs.*

*We know that you are busy and do not always want to come to meetings, so we have a variety of ways for you to get involved.*

This leaflet explains the different ways to get involved and give us feedback. There is something for everyone, whether you have a busy lifestyle or you can give us more of your time.

On the following pages you will find a short explanation of each way you can get involved, the time involved, our support and the benefits of being involved.

## Contact us

For more information about how to get involved, please phone our Policy and Insight Service at Peabody Direct on **020 7021 4444** or **0800 022 4040** (free from a landlines)  
Email: [policy.helpline@peabody.org.uk](mailto:policy.helpline@peabody.org.uk)



**Get involved!**

## Our involvement statement

*We believe the best way to improve our services is by customers and staff working closely together.*

*We have been working with many of you to improve our services. As a result of this shared work, we decided to focus on six areas and come up with practical things we can do to make a difference.*

### We will:

- listen to and read all your comments and suggestions;
- respond to surveys, particularly our resident survey, by taking account of your views and giving you the results;
- promote and support ways for you to get involved and give us your views;
- provide financial and practical help for residents' groups and look at ways our resident groups can get more involved;
- provide access to training initiatives if you want to develop your skills to help you get more involved;
- create more ways for you to get involved which are convenient for you and promote these widely; and
- constantly monitor our customer involvement strategy with the help of our diversity forum.

## Training and support

We provide practical and financial support to help you get involved, including dedicated staff, travel expenses, attendance allowance, training and paying childcare or carer expenses and access to IT equipment if you need it.

We appreciate the commitment you are making to us by getting involved and we will make sure that you have all the information you need to get involved.

**We provide access to training courses on a wide range of useful subjects, such as:**

- how to chair a meeting;
- mystery shopping (pretending to be a normal customer doing a specific task, such as asking questions, then giving us feedback about your experiences);
- equal opportunities and valuing difference;
- how to run a community project; and
- how to become a community representative.



The time you spend on each depends on the training course, but usually our courses last half a day or a full day. We hold them on a weekday, but there are also some sessions during evenings and on Saturdays. The training providers we use are specialist organisations.

You will:

- learn new skills;
- learn more about the area you want to get involved in;
- keep up to date;
- gain a sense of achievement;
- become more confident; and
- have the opportunity to meet some new people with similar interests to share ideas with.

## Residents' events

**Who is this perfect for?**

All residents.

**What's involved?**

We hold events throughout the year and they usually last half a day or a full day and you have the opportunity to meet and talk with staff about what is important to you and issues that you are worried about.

You will hear about what we have been doing over the last year, our future plans and how we are improving services for the following year. You can also give your opinion and suggestions for how we can improve.

## Residents' associations and community groups

**Who is this perfect for?**

Anyone who would like to be involved in making things happen on their estate and in their community.

**What's involved?**

Residents' associations and community groups meet regularly to get things done in the community, whether it is 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, we can give you financial and practical support if you're interested in starting one.

**There are a range of events for you to go to, such as:**

- coffee mornings on your estate, held by our chief executive; and
- regional events which give you the chance to meet other residents, hear about what we have been doing over the year, influence future plans, meet senior staff and ask questions.

**Where does this take place?**

Residents' events take place at various places, such as your estate, community halls and local parks.

**How much time is involved?**

Half a day or a full day.

Look out for more information throughout the year.

**How much time is involved?**

Resident groups normally meet every month, but the amount of time you give outside these meetings will be up to you and depend on your role within the association.

**Where does this take place?**

Residents' associations generally meet on your estate or somewhere nearby.

**What are the benefits?**

We provide generous funding to support residents' associations. You will have the opportunity to meet and get to know your neighbours and other local residents. You can also go to the Regional Forum and have the opportunity to be elected to become a member of the Tenant Liaison Committee.

A full range of training is available for all residents involved in their association.

## Regional consultative forums

### Who is this perfect for?

Representatives from residents' associations who want to get more involved and look at local issues in their neighbourhood.

### 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 our Neighbourhood Services Team.

There are two regional consultative forums, one for the west region and one covering the east.

### How much time is involved?

Meetings take place four times a year, and Neighbourhood Services will announce the dates.

### Where does this take place?

The West forum is normally held on the Hammersmith estate, and the East forum is at our head office.

### What are the benefits?

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

Each year, members of forums discuss and approve the bids made to the estate-controlled environmental improvement budget.

We will give members training and support if they need it.

*"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, Chairperson, West Regional Consultative Forum

## The Diversity Forum

### This is ideal for...

Anyone who has a keen interest in equal opportunities and valuing difference.

### What's involved?

The Diversity Forum reviews our policies and services to make sure that we are promoting equal opportunities. Forum members propose ideas to help make sure that we treat everyone fairly and equally. Forum members also organise regular events that celebrate people's differences. Topics include equal opportunities and human rights, aids and adaptations, sexuality issues and mental health.

### How much time is involved?

The forum meets five times a year.

### When will the forum meet in 2010?

Contact Peabody Direct or visit our website for meeting dates.

You can be as involved as much as you like. If you don't have the time to commit to being a full forum member, you can still go to the annual general meeting and any special events that you are interested in.

### Where does this take place?

Meetings are held at our head office.

### What are the benefits?

There are lots to celebrate about the differences in our communities. You can meet interesting people, learn about your neighbours and have a real influence over our policies and services.

*"The forum champions' diversity, ensuring that Peabody treats everyone fairly, their individual needs are met and residents are provided with information across a broad range of issues"*  
Judith Larkin, Chairperson, Diversity Forum

## Resident Review Committee

*"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

### Who is this perfect for?

Anyone who is committed to making our services the best they can be.

### What's involved?

You'll play an important role in examining our performance and making recommendations to our senior management and board of ways of improving our service. You will work closely with the customer inspection team.

### How much time is involved?

The Resident Review Committee meets five times a year.

### Where does this take place?

Meetings are held at our head office.

### What are the benefits?

We'll give you all the support you need, including training and access to a laptop with broadband internet. We will also pay an attendance allowance and childcare or carer costs.



## Tenant Liaison Committee

### Who is this perfect for?

Members of the regional consultative forums who are looking to get more involved in our work at a higher level.

### What's involved?

You'll promote tenants' rights and represent your residents' association's views to us, then report back to the regional consultative forums. There are up to 15 places – six representatives elected from each regional forum, a representative each from the diversity and the sheltered housing forums and someone put forward from a residents' group.

### How much time is involved?

As well as your residents' association and regional forum commitments, you will also go to meetings with the TLC every three months.

### When will the committee meet in 2010?

Contact Peabody Direct or visit our website for meeting dates.

### Where does this take place?

Meetings take place at our head office.

### What are the benefits?

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

You will have the chance to meet our senior staff, discuss local issues at a more detailed level and be a group we ask about issues to do with neighbourhoods.

We will give members training and support if they need it.

*"We consider the TLC to be the most important committee for residents in that it represents residents' groups views at a very high level."*  
Fred Calcott, Chairperson,  
Tenant Liaison Committee



## Customer inspectors

### Who is this perfect for?

Anyone looking for a more 'hands-on' way of influencing the quality of our services.

### What's involved?

Customer inspectors act as the eyes and ears of the Resident Review Committee. You will inspect our customer services by carrying out surveys, job shadowing our staff, interviewing staff and residents and visiting our offices and estates. You will tell the Resident Review Committee what you find.

### How much time is involved?

Customer inspectors contribute about 10 hours a month.

### Where does this take place?

You can do some work from home and you will spend time at our head office or estates across London.

### What are the benefits?

We give all customer inspectors full training and support. It is a great way to get experience in the housing sector and develop a better understanding of the practical ways we provide 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."*  
Customer inspector

## Mystery shoppers

### Who is this perfect for?

Anyone looking to help improve our services.

### What's involved?

Mystery shoppers help the customer inspectors by testing the quality of our customer services by making a phone call or by visiting our offices and other organisations. Your experiences and feedback will help us evaluate and improve the quality of our customer services.

### How much time is involved?

Mystery shoppers contribute about four to six hours a month.

### Where does this take place?

You can do most of the work from home and spend some time at our head office or visiting estates across London.

### What are the benefits?

You can gain skills in mystery shopping and work as part of a team. We will fully train and support all mystery shoppers.

## Estate monitor

### Who is this perfect for?

Anyone who would like to make sure we clean and maintain their estate to a high standard.

### What's involved?

There are two kinds of estate monitors – you can walk around with your Neighbourhood manager every month, or you can walk around by yourself at a time that suits you. Whichever one you choose, your role will be to check the cleanliness and maintenance of your estate.

### How much time is involved?

Estate monitors contribute about two hours a month.

### Where does this take place?

Your estate and other nearby estates if you want.

### What are the benefits?

You have the opportunity to monitor and grade the quality of the cleaning on your estate and other nearby estates and help improve our estates. We will give you full training and support.



## Focus groups

### Who is this perfect for?

Residents who have a topic they are particularly interested in and want to discuss it with us in more detail.

### What's involved?

We have focus groups throughout the year to review and improve a particular service area by using your feedback and experience.

### How much time is involved?

People usually contribute about three hours for each focus group.

### Where does this take place?

Most of the meetings will be held at our head office, or sometimes at another location.

### What are the benefits?

This gives you the opportunity to discuss important issues you are interested in and help us improve our services. We will pay you an attendance allowance and other childcare or carers costs.



## The customer panel

### Who is this perfect for?

Residents who are keen to influence specific policies and services.

### What's involved?

You will give us feedback on our policies, services and programmes by taking part in regular surveys or going to a focus group. You'll get to choose which areas interest you most and we'll only contact you about the topics you've chosen.

### How much time is involved?

You can give as much or as little time as you'd like.

### Where does this take place?

We get most of your feedback by post, email or phone. Sometimes we may invite you to our head office to take part in a focus group or meeting.

### What are the benefits?

Each time you take part in activities

with a customer panel, we will send you a £5 gift voucher or attendance allowance if you go to a focus group.

**Join our customer panel and you'll be entered into our free prize draw to win either an Ipad or £50 in high street shopping vouchers.**

*"The Customer Panel suits me as Peabody sends 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

### Did you know?

If you refer somebody else to be a member of the Customer Panel and they join up, you will receive a £5 high street shopping voucher. You will receive £5 for every person you refer once they join.



**I'd like to get involved!**

Please complete this form, fold, moisten the gummed edge, seal and pop into the post.

Please let us know which of the panels you would like to join: (tick all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> Residents' events                           | <input type="checkbox"/> Tenant liaison committee |
| <input type="checkbox"/> Residents' association and community groups | <input type="checkbox"/> Customer inspectors      |
| <input type="checkbox"/> Regional consultative forums                | <input type="checkbox"/> Mystery shopper          |
| <input type="checkbox"/> Diversity forum                             | <input type="checkbox"/> Estate monitor           |
| <input type="checkbox"/> Resident review committee                   | <input type="checkbox"/> Focus groups             |
|  | <input type="checkbox"/> The customer panel       |

### Contact details

Name: .....

Address: .....

.....

.....

Phone: .....

Email: .....

### Ethnicity

What is your ethnicity group?

- |   |   |
|---|---|
| <input type="checkbox"/> White British                      | <input type="checkbox"/> Asian or Asian British - Bangladeshi |
| <input type="checkbox"/> White Irish                        | <input type="checkbox"/> Asian or Asian British - Other       |
| <input type="checkbox"/> White Other                        | <input type="checkbox"/> Black or Black British - Caribbean   |
| <input type="checkbox"/> Mixed - White and Black Caribbean  | <input type="checkbox"/> Black or Black British - African     |
| <input type="checkbox"/> Mixed - White and Black African    | <input type="checkbox"/> Black or Black British - Other       |
| <input type="checkbox"/> Mixed - White and Asian            | <input type="checkbox"/> Chinese                              |
| <input type="checkbox"/> Mixed - Other                      | <input type="checkbox"/> Any other ethnic group               |
| <input type="checkbox"/> Asian or Asian British - Indian    | <input type="checkbox"/> Prefer not to answer                 |
| <input type="checkbox"/> Asian or Asian British - Pakistani |   |

### Do you consider yourself disabled?

- |                              |                             |   |
|------------------------------|-----------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to answer |
|------------------------------|-----------------------------|---|

### Gender

- |                               |                                 |   |
|-------------------------------|---------------------------------|---|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Prefer not to answer |
|-------------------------------|---------------------------------|---|

### Faith/religion

- |                                      |   |                                |
|--------------------------------------|---|--------------------------------|
| <input type="checkbox"/> Christian   | <input type="checkbox"/> Buddhist             | <input type="checkbox"/> Hindu |
| <input type="checkbox"/> Jewish      | <input type="checkbox"/> Muslim               | <input type="checkbox"/> Sikh  |
| <input type="checkbox"/> No religion | <input type="checkbox"/> Prefer not to answer |                                |

### Sexuality

- |                                       |   |                                      |
|---------------------------------------|---|--------------------------------------|
| <input type="checkbox"/> Heterosexual | <input type="checkbox"/> Bi-sexual            | <input type="checkbox"/> Lesbian/gay |
| <input type="checkbox"/> Other        | <input type="checkbox"/> Prefer not to answer |                                      |

### Age group

- |                                |                                |   |
|--------------------------------|--------------------------------|---|
| <input type="checkbox"/> 18-29 | <input type="checkbox"/> 30-39 | <input type="checkbox"/> 40-49                |
| <input type="checkbox"/> 50-59 | <input type="checkbox"/> 60+   | <input type="checkbox"/> Prefer not to answer |

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Policy and Insight  
Peabody  
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Get Involved