



Menu of Involvement

Your opportunity to help shape our services

We want to make sure we are listening to tenants and leaseholders, acting on what you tell us and putting you at the heart of everything we do.

Providing you with meaningful, accessible and inclusive opportunities to give us your thoughts and ideas on what we do, how we do it and how well we're doing is the best way to help us improve services and support thriving neighbourhoods.

Our **Menu of Involvement** is all about showing you the variety of different ways you can get involved and make a positive difference.



Nottingham
City Council

Housing
Services

Make a difference, no matter your lifestyle...

We want you to help us review and develop our services to meet your needs. There are many ways you can do this with a variety of opportunities to fit in with your day to day life.

A little can mean a lot...

Perfect if you're short on time but still want to share your views or make a difference.

Examples include:

- Getting information about our services for you to look at and give feedback on, at a time that suits you
- Take part in a survey or questionnaire
- Enjoy gardening? Enter our *Garden Competition* and show other residents across the city how you're helping to enhance your neighbourhood – and you could even win a prize!
- Are you on social media? Like us on Facebook (www.facebook.com/NottmCCHousing) to get the latest information straight to your phone or device
- Access our website, www.ncchousing.org.uk, to get the information you need – or let us know if you're struggling to find what you need to help us improve!
- Become a member of our *Your Voice, Your Choice* resident pool (see page four)
- How about attending a fun day? You could even volunteer on the day!



A bit more time?

Work with us on a more regular basis to give us feedback and help to shape our services.

Examples include:

- Take part in one of our *Diary Room* sessions and tell us about your experience of our services – good, bad or indifferent! We'll share your feedback with colleagues who run these services to help us understand how we can improve!
- Join a focus group on something you're passionate about and feel you can help make a difference with – repairs, building safety, damp and mould, for example
- Become a *Neighbourhood Champion* for the area where you live and help to share information with your friends and neighbours, talk to us about issues, or help sign-post other residents to the services they might need – all with our full support and training!
- Join our top secret group of mystery shoppers – testing our services and providing feedback to help us improve.

All in!

If you've got lots of spare time and / or have a real desire to make a big difference, we've got opportunities for you.

For example:

- Become a member of one of our decision-making panels – review our services to help us improve – and influence decision making at all levels of the organisation.



From the comfort of your own home...

Really want to be part of the change but limited and can only do it at home? There are lots of quick and easy ways you can do just that, without the need to leave your front door.

Examples include:

- Taking part in surveys
- Joining online meetings
- Accessing **FREE** online training through our *Tenant Academy* to help increase your skills, knowledge and to get qualifications!
- Become a member of our *Your Voice, Your Choice* resident pool (see below).

Involvement that's tailored to you...

We know your personal circumstances might change from time-to-time. There might be times when you have more time to get involved and other times you may be really busy.

Being a member of *Your Voice, Your Choice* could be just for you. You'll be part of a pool of residents who we'll keep up-to-date with all our opportunities and you can choose as and when you might want to take part, depending on your circumstances at the time.

Want something else on the menu?

We want to make sure we provide a way to get involved, that suits everyone.

If we haven't got something that suits you, or you've got an idea as to a way that you'd like to be involved with us, please let us know by calling **0115 746 9100** and asking to speak to a member of the Involvement Team or by emailing involved@nottinghamcity.gov.uk.

And remember – all of our involvement opportunities are completely **FREE** and, where needed, we can provide free training and support as part of our Tenant Academy that will help you develop new skills and be the best that you can. And we have a dedicated team who will support you every step of the way.



Raring to go?

We've listed the ways you can get involved with us and the time commitment we think this needs.

Just complete and detach this short form, ticking any of the boxes with things that you're interested in and let us know what support or help you might need to get involved, and send to:

The Involvement Team
Nottingham City Council Housing Services
Loxley House
Station Street
Nottingham
NG2 3NG

Or email us at involved@nottinghamcity.gov.uk or call **0115 746 9100** and ask for a member of the Involvement Team.



The timings given below are a guide only. Depending on what you're involved in, it might just be a one off, or over a number of weeks or months.

Time needed: 15 to 20 minutes

- Enter our *Garden Competition*.
- Join our *No Jargon Group*, tell us when information we are sharing does or doesn't make sense.
- Use our website or like us on Facebook to find out more about our services.

Time needed: 30 minutes to 1 hour

- Take part in reviewing and improving our services, this could be online or in person.
- Take part in one of our *Diary Room* sessions and tell us about your service experience as a tenant.

Time needed: 2 to 3 hours

- Get involved with a Tenants and Residents' or a local community group.
- Take part in a focus group, this could be about any service we provide and you decide if you want to be part of it.

Time needed: 3 to 4 hours

- Take an active part in the review of services and influence decision making across all levels of NCC Housing Services.

Time needed: varies

- Take part in our *FREE Tenant Academy* training courses.
- Become a mystery shopper.
- Attend community events and activities.
- Help with local events and activities.

Time needed: you decide!

- Become a *Neighbourhood Champion*, like being a good neighbour, helping those that live in your street, block or neighbourhood.
- Join our *Your Voice, Your Choice* pool to get information on all involvement opportunities as and when they come up.

Any requirements?

Dietary or mobility?

No

Yes

Please tell us: _____

Getting there

Will you need help with transport to get where you need to be?

No

Yes

Please tell us: _____

Extra support

Do you need to bring anything else with you to help you (for example, wheelchair / walking support or support dog / carer)?

No

Yes

Please tell us: _____

Family commitments

Do you have children that you will need childcare for?

Yes

No

Getting in touch with you

Please provide your contact details and we will be in touch to tell you more.

Name: _____

Address: _____

Contact number: _____

Email: _____

How would you like us to contact you?

Phone call

Email

Face to face

Text

