



This information is available in large print, on audio CD and in other languages on request. If you require any of these services please contact us on: 03000 120 120



Getting Involved

Working with YOU for Stronger Communities, Better Homes, Smarter Business



NSAH (Alliance Homes) Ltd trading as Alliance Homes with charitable status.
Industrial and Provident Society registration number 29804 R.
Tenant Services Authority registration number L4459.
Registered office: NSAH (Alliance Homes) Ltd, 40 Martingale Way, Portishead BS20 7AW.



Getting Involved

If you're an **Alliance Homes** tenant it's really easy to **get involved** and have your say about what's happening in your **neighbourhood**. There are lots of ways for you to have an impact on how Alliance Homes' services are managed, this booklet will tell you more about the options to get involved and how easy and fulfilling it is to share your views.

We have lots of information on our website about new and current opportunities, or why not like our facebook page and be the first to know what's coming up!

The Team

Alliance Homes has a team dedicated to community engagement and supports tenants to get involved and make a difference.

We are there to support you with every step of your involvement and give you all the help you need.

Why should I get involved?

In the rapidly changing world of social housing it is more important than ever that your voice is heard. Alliance Homes' prides itself in being at the heart of the community and we want to work with tenants to understand what is important to you. You know what it's like to live in your area and as a tenant you are in the best position to rate the service you receive and help us to make improvements.

"I like being involved because it means that I'm not a number. I have got to know the Alliance Homes' services and staff and get to have my say on how things are done because they listen"



Sandra Derrick, 100 Club

As an involved tenant you can help get better services, make new friends, get value for money, strengthen your community, learn new skills and much more.

How can I get involved?

There are many ways to get involved and how much time you give is up to you, every minute you put in goes towards creating a better neighbourhood.

Scrutiny Group

As a 'critical' friend of Alliance Homes, this group focuses on improving services and monitoring outcomes.

Commitment: Three to four days a month



Maddie, Scrutiny Panel

Maddie has used the experience that she has gained from being part of the Scrutiny Group and has moved on to become a member of the Alliance Homes' Board.

The Groups

By joining one of our groups you will have the opportunity to attend meetings with Alliance Homes' staff, find out more about our services and influence how those services are provided in the future.

"Social Housing is a gift and being part of Scrutiny allows me to give something back for that gift."

"Speaking from the heart I joined Scrutiny out of gratitude and as a way to say thank you to Alliance Homes for providing me and my family with a safe home. Social Housing is a gift and being part of Scrutiny allows me to give something back for that gift. It makes you realise that you are not alone; there are people in Alliance Homes who care about you as an individual, your home, and the wider community. This is where you can help develop those services and be an active part of Alliance Homes commitment to continuous development. It really is a two-way relationship, Alliance Homes can't survive without the tenants and tenants can't survive without Alliance Homes."

Be proud of where you come from and become the link between Alliance Homes and the community"



Think Aloud groups

- **Think Aloud on Property**
- **Think Aloud on Support**
- **Think Aloud on Housing**

Three separate groups that focus on specific areas of the services provided by Alliance Homes; Property Care, Support and Housing Management.

The groups take a close look at specific areas and monitor standards with a view to making recommendations on how performance can be improved.

Commitment: One day every couple of months

If you haven't got time to go to meetings but could attend the occasional focus group, make comments on your area or give your opinion on a range of subjects, why not join one of our other groups. You can give as much or as little time as you like.



Equality Assured

The group works to shape equality objectives, review performance and make suggestions for service delivery to vulnerable tenants.

Work with us to ensure all the voices of Alliance Homes are heard and that equality runs through the heart of our organisation.

"I get so much out of being a part of the groups and it's so easy to get involved. I have met new people, enjoyed new experiences and learnt new things. Nobody judges me and I feel respected. It's nice to know that I have an impact and I would recommend it to anyone"

Gill, Think Aloud on support and Equality Assured member

Hot spotters

This group acts as a link between Alliance Homes and the community. Members take part in estate 'walk abouts' with wardens, report issues and comment on communal ground maintenance. You know your area better than anyone; help ensure we know what's going on too.

"The hot spotters are the eyes and the ears for their neighbourhood so it's great for us to have them on board, they are the link that makes our roles more successful"



Becky Dugdale, Community Warden; Alliance Homes

"It's nice to know that I have an impact and I would recommend it to anyone"

100 club

If you can't commit to attending a regular meeting but would be willing to give us your views on a range of subjects, you might be interested in joining this group. Our main line of contact with you will be through phone and email. You could become a mystery shopper and test our services or join a focus group to give us feedback.

Your Local Community

If you or someone you know is new to the area, feeling isolated or just wants to find out more about what's going on in the community you can contact us and we will help you to join in with local activities.

"Living alone is very sad sometimes and I could go all day and not talk to anyone. Since I started taking part I feel a lot better. I have been on courses, group activities, outings, to the cinema; I have learnt things and made new friends"

Margaret, Alliance Homes resident

TOWER (Together we enjoy results) coffee mornings



The TOWER coffee mornings provide excellent opportunities for people to come together to learn new skills, build confidence, meet people and contribute views on a range of topics.

"The TOWER coffee morning is a fantastic way to meet new people; I was lonely before I started attending. These meetings are good for me as it gets me out of my house and breaks up my week. I used to find it hard going out but this helps. I get to see my new friends, win prizes and find out about local courses that are running"

Michael Derrick, TOWER

The group is for those who receive housing support. If you would like to get involved please speak to your support worker.

"We knew each other in passing but since joining this club we have become the best of friends"

For the over 60s

There is a variety of activities for older residents, many of which take place in our sheltered scheme communal lounges. There is sure to be something for you to get involved with whether you want to meet new people, further an interest or become more active. So if you want to sing with the Golden Oldies, learn new computer skills, dance to the Latin moves of Zumba or sit and have a coffee and a chat while knitting for charity, there is lots going on.



Working with younger people

It is important to us to involve all ages in our work, whether you are 8 or 80 your opinion matters. We regularly run projects in the community to involve the younger generation. If you are under 18 and would like to get involved in shaping your neighbourhood, check out the website for current projects or just give us a call and let us know what you think and how you would like to help.



Volunteering

There are a number of ways to volunteer with Alliance Homes, if you would like to run an activity and share your skills or help the team organise an event we always need your help.

If you have some regular free time you could sign up to our 'Be' scheme and befriend an older person in the community by providing company or assist with daily tasks that have become a struggle for some. This is a rewarding way to give back and make a difference to an individual's life.

Each year we hold a number of events, from family cinema afternoons to fun days for older people, keep an eye on the community engagement section of our website and our facebook page to find out what's coming up.

"As a volunteer for Alliance I teach people basic computer skills. Many of my "pupils" have never used a computer before and they have got in touch with their family in a way they could not have before.

I also run a meditation group. It's great to be able to share some of the stuff I have practiced and learned over many years.

I am getting older but I can go on learning and I can go on cultivating kindness. Alliance Homes provides a space for these possibilities."

Peter, Volunteer



Please contact us for an application form if you are interesting in volunteering. Call us on 03000 120 120.

Training

As we want you to get the best out of your experience with us, we offer training options to help you brush up on your skills or learn new ones. If you would like to find out more about our Resident Training Academy, please contact us.



Support

We know you have busy lives and commitments and want to help make it easier for you to get involved. We can pay your expenses if you need to travel or provide transport, we can also help with child care costs. If you need any support to make it easier to get involved, please ask and we will do our best to accommodate your needs.

Alliance Homes is committed to preventing discrimination and promoting equality for customers and staff. We want to break down barriers, value diversity and provide excellent customer service



Contact

If you would like to get involved or find out more about any of the opportunities described in this booklet please contact us.

Community Engagement Team

Alliance Homes
40 Martingale Way
Portishead
BS20 7AW

Tel: 03000 120 120

Email: communityengagement@alliancehomes.org.uk

Web: www.alliancehomesgroup.org.uk

Like us on Facebook 