

## Getting Involved V2C Resident Participation

At V2C we are committed to involving our customers in the development of all our services and meeting their needs and those of the communities in which they live.

### What is it?

It's a two way process that involves the sharing of information and ideas, where you as a customer are able to influence decisions and help us to shape and improve our services. Working in partnership provides us with a greater understanding of each others concerns.

### What's in it for you?

Working with us can help towards creating a better place to live, community, environment and individual properties. It can provide you with:

- \* a greater awareness of what's happening in your area.
- \* an opportunity to share ideas and expertise with others.
- \* a chance to have real input into improving your home, environment and the services you use.
- \* a time to voice your views and have say in decisions affecting your area.
- \* an opportunity to monitor and review the services which V2C provide.



### Getting involved is easy

V2C will help and support you to get involved, by helping with expenses such as travel, child care, postage, rewards and incentives for your time. Also we will look to provide any training you need to help give you the skills, confidence and knowledge to participate. V2C staff will advise and assist in arranging any meetings, printing of letters, leaflets and raising funds which a group may need. It's as easy as that, all you need to provide is a little time and your view.



### Ways to get involved

There are many ways in which you can become involved with V2C depending on your individual lifestyle and interests. Overleaf are some examples of successful methods in which you could participate:

## Direct Involvement

**Community Voice:** A representative for a particular area/block/street, to be consulted on information, provide feedback to others and be an advocate when necessary.

**Local Tenant and Residents Group/ Community Group:** A group who take up issues of common interest and represent resident's views.

**Share Membership:** Gives you voting rights at the AGM.

## Group Involvement

**Focus Groups:** To discuss opinions and solutions on a particular topic of interest.

**V2C Community Forum:** Meet every 6 weeks to discuss issues of their choice. Meetings take place in different locations around the borough. There are also smaller sub groups of the forum which review V2C policies and look at topics in greater depth.

**Newsletter Editorial Panel:** Members assist in the design and content of the quarterly newsletter 'The Voice of Change'.

**Special Interest Groups:** A group with a particular common interest.

## Individual Involvement

**Postal Questionnaires:** Complete a survey on services delivered and return in a freepost envelope.

**Telephone Surveys:** Answer questions and provide views over the telephone.

**Web based Surveys:** Receive information and be consulted by e-mail.

**Home Visit Surveys:** Provide your views and discuss a topic of interest with a member of V2C.

**Resident Consultation Panel:** Provide a view on any information mailed out to your home.

## Informal Involvement

**Road Shows and Events e.g. Fun Days:** To attend and support events to give your opinion and discuss concerns.