



Resident Statement 2010/11



Introduction

Signpost Housing Association and Signpost Care Partnerships are part of the Spectrum Housing Group and our mission is:

To be recognised and respected for providing quality homes and services. Empowering people, supporting active communities and building better futures.

We are committed to putting residents at the heart of our organisation and providing you with the best possible service. We are continually seeking improvement, and to achieve this we need to know what you think and what is important to you. We need your involvement to make it happen.

We want to make sure that we listen to your opinions and use them to inform us about the direction that the Associations take for delivering our services. We want to make sure that you are given the choice and ability to be involved in decision-making at a local level so that you can help make a difference with the things that affect you.

In delivering this Resident Statement, if there are any areas of disagreement we will refer them to the Managing Director.

This Statement sets out our commitment to you and shows how resident involvement is vitally important to our business and is naturally embedded throughout the Spectrum Group. It explains how we can support you and how we will let you know how you have actively influenced change to improve the services we deliver.

The Statement has been produced in consultation with residents and supports our Resident Involvement Strategy and Community Involvement Strategy.

Our commitment to residents

We will:

- Encourage the involvement of all residents (tenants, shared owners and leaseholders) regardless of race, ethnicity, age, gender, disability, faith, sexual orientation or any other social or economic factor
- Provide an approach which is flexible and offers a broad range of opportunities to make involvement accessible to all residents
- Regularly communicate with residents to promote involvement opportunities
- Remove barriers by providing the appropriate support to enable residents to be involved, with particular reference to those groups who are traditionally hard to reach
- Support the existing and future Resident Involvement structures by working in close co-operation with both the Resident Forums and the Spectrum Residents' Group
- Support and further develop existing and new resident and community groups
- Involve residents in the early stages of the decision-making process
- In consultation with residents, develop and deliver a training programme which works towards developing confidence and capacity, enabling residents to take an active role in the Association and in their own community
- Ensure that all staff are knowledgeable about, and have a commitment to, resident involvement and are supported with appropriate training and adequate resources.

- Ensure that we work with residents to improve the way we monitor, evaluate and feed back the impact that resident involvement has on improving our service
- Ensure that resident involvement activities are well managed and provide good value for money
- Compare the quality of our service with other housing providers
- Consult with residents to review the Resident Statement annually.

Ways to be involved

We will provide a clear and comprehensive menu of involvement that will be reviewed in consultation with residents on an annual basis.



Ways we can support you

We want to remove any barriers residents may have to getting involved. To do this we offer support in the following ways:

- Transport arrangements and costs
- Childcare costs



- Kennelling and cattery costs
- Care costs for dependants
- Confidence and capacity skills-based training
- Provide expenses as set out in our Residents' Expenses Policy, developed in consultation with residents.

We also provide support to resident and community groups through:

- A start-up grant
- Administrative support
- Venue hire costs
- Getting other partners involved at local level
- Support for local events and activities
- Confidence and capacity skills-based training
- Advice on preparing a constitution or terms of reference and running your group

Keeping you informed

When you get involved, we know it is important that we feed back to you. This is because you need to see that your involvement has a positive impact.

We are committed to keeping you informed about the improvements you help us make and we will do this in the following ways:

- By providing regular resident involvement updates in the residents newsletter Your Voice and the Signpost websites
- By issuing a more detailed report “You said, We did” in the residents newsletter Your Voice twice a year
- By holding an Annual Residents’ Conference and publishing a Conference Report available to all residents.



Contact Us

If you require further information about this leaflet, please contact the Community & Resident Involvement Officer, by letter, email, telephone or visit our website.

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This leaflet is available in other languages,
Braille or large print on request

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HOUSING ASSOCIATION
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Translation

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 عربي**ARABIC** বাংলা**BENGLAI**

إذا أردت هذه الوثيقة بلغة أخرى فالرجاء وضع إشارة داخل المربع أعلاه وإعادة هذه الاستمارة إلينا.

যদি আপনি এই ডকুমেন্ট অনুবাদ আকারে পেতে চান, তাহলে দয়া করে উপরের বাঁক্রে টিক দিন এবং এই ফর্মটি আমাদের নিকট ফেরৎ পাঠান।

 中文 (繁體字)**CANTONESE** فارس**FARSI**

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اگر مایل هستید که این مطلب ترجمه شود، لطفاً در مقابل پاکس علامت بزنید و بر ایمان برگردانید.

 ગુજરાતી**GUJARATI** हिन्दी**HINDI**

જો તમને આ દસ્તાવેજનો તરજૂમો (ટ્રાન્સલેશન) જોઈતો હોય તો, કૃપા કરી ઉપર બોક્સમાં નિશાની કરી અને આ ફોર્મ અમને રવાના કરો.

इस दस्तावेज़ का अनुवाद यदि आपको चाहिए तो ऊपर बने खाने में टिक का निशान लगा कर कृपया यह फॉर्म वापिस हमें भेजें।

 کوردی**KURDISH** 中文 (简体字)**MANDARIN**

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 ਪੰਜਾਬੀ**PUNJABI** Русский**RUSSIAN**

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