



Castle Vale
Community Housing
Part of The Pioneer Group



How You Can Get Involved

*Your guide to resident
involvement*

Introduction

CVCH is a resident led, community based and community focused organisation. We are committed to including you in decision making, involving you in developing, improving and monitoring our services and in making a real difference to your neighbourhoods and communities.

We are committed to promoting, encouraging and supporting a variety of opportunities for you to be involved. You choose the level that suits you and the activities that will get results, build your confidence and are fun to do.

Why is your involvement important to us?

- It defines who we are, where we want to be and what our priorities are
- It improves our services
- It makes us listen, respond and be accountable to you
- It tells us what is really going on in communities
- It tells us how well we are doing and where we need to concentrate our activities
- It gives us new ideas, develops new services and strengthens our relationship with you
- It helps us give value for money, spending on priorities that are important to all of us

What does getting involved do for you?

- It puts you in the driving seat – leading and challenging us to be excellent
- It improves your homes, your environment and your communities
- It gives you a real voice and a stake in the future of Castle Vale
- It gives you the opportunity to gain new skills and increase your confidence

How does your involvement fit with our strategy for including residents in everything we do?

Our Resident Inclusion Strategy developed with residents, has 5 key themes:

Theme 1	Ensuring CVCH is accountable to residents through the effective inclusion of residents in the management of their homes.
Theme 2	Shaping services and local delivery through effective consultation.
Theme 3	Increasing inclusion through understanding customer needs, providing options, choice and fair and equal access.
Theme 4	Building confidence and competence.
Theme 5	Providing a value for money service.

Our Resident Inclusion Strategy identifies Key Actions and turns our aims, your aspirations and your community ideas into something real.

Our staff work in partnership with you, with external partners and with stakeholders to ensure that together we achieve the widest possible impact of resident inclusion for us, for you and for your neighbourhoods.

How can you get involved?

If you want to get involved, we provide a wide-range of ways so that you can choose the way that suits you best. These include –

- Being a member of our “100” Club
- Responding to our surveys and consultations, giving us your comments, complaints and compliments
- Joining us on our Walks and Talks to identify issues in your neighbourhood
- Taking part in a focus group exploring a specific service or issue
- Becoming a mystery shopper to demonstrate we provide consistently good services
- Getting together with an informal group of residents with whom we can chat and bounce ideas off and who support each other
- Helping us get our service right first time by joining one of our service improvement groups
- Joining our leaseholders or homeowners group making sure we are responding to the needs of all our residents
- Joining our scrutiny panel to examine and challenge how well we are doing
- Becoming a board member leading us, building our strength, deciding our priorities and developing our approaches

What can I expect from getting involved?

- Choice in how you get involved that suits your needs and circumstances
- Support for being involved, whether that’s training or reasonable expenses
- Equal opportunities
- Help, advice and support from a dedicated Resident Inclusion Team with a dedicated budget for groups, projects and activities
- Help, advice and support from your fellow involved residents
- Fun, interesting things to do and the chance to make new friends

How will you know what's going on?

We will keep you up to date with opportunities to be involved through our newsletters, events, posters, information at our offices or through our Insight and Inclusion Officer

How do I find out more?

This Service Statement provides the basic information about the different ways you can get involved with CVCH to make sure we achieve our aims. We have a dedicated Insight and Inclusion Officer who will be able to help you get involved in a way that suits you.

Need more information?

If you want to know more or have any questions, please call us on **0121 748 8100** or Contact us through our website using the Contact us form www.cvch.org.uk/ or visit us at our head office, **11 High Street, Castle Vale.**

If you would like this leaflet in Braille, audio or large print, or if English is not your first language and you require help, please call 0121 748 8100.

Arabic إذا كنت ترغب بالحصول على هذه النشرة بخصوص بطريقة البرaille، أو ملف صوتي، أو مطباعة كبيرة، أو إذا لم تكن الإنجليزية لغتك الأم و كنت بحاجة إلى مساعدة، يرجى الاتصال بالأرقام **0121 748 8100**

Bengali আপনি যদি এই সংক্রান্ত বিকল্পসেটটি ব্রাইল, অডিও বা বড় প্রিন্টে চান অথবা ইংলিশি যদি আপনার মাতৃভাষা না হয় আর আপনার যদি তাই সহায়তা নাশে, তাহলে অনুগ্রহ করে এই নম্বরে **0121 748 8100** কল করবেন।

Chinese 如果您希望获得此宣传手册的布萊叶盲文版本、有声版本或大字印刷版本，或者如果英语并非您的母语并且您需要获得进一步的帮助，那么请致电 **0121 748 8100**。

Farsi اگر مایل به دریافت این پرشور به خط بریل، بصورت صوتی یا با حروف درشت هستید؛ یا اینکه انگلیسی زبان اول شما نیست و نیازمند کمک هستید، لطفاً با شماره تلفن **01217488100** تماس بگیرید.

French Si vous désirez obtenir cette brochure en Braille, en Audio ou en impression gros caractères, ou si l'anglais n'est pas votre langue maternelle et que vous avez besoin d'aide, veuillez appeler le **0121 748 8100**.

Kurdish ئەگەر تۆم نامبەلگە بەت بە شێوازی بریل یان کۆنۆڕان یان لەسەر شەڕینی دەنگ یان بە چاڵی گەورە دەوێت یاخود ئەگەر ئینگلیزی زمانێ ئاخفتنت نەیت و یارمەتیت پێویستە، تکایە پەیوەندی بکە بە ژمارە تەلەفۆنی **0121 748 8100**.

Pashto که تاسو غواړئ چې دا رساله په بریل، غږ او یا لوی چاپ کې ترلاسه کړئ یا که انگلیسي ستاسو لومړی ژبه نه وي او تاسو مرستې ته اړتیا لرئ، مهرباني وکړئ او **0121 748 8100** شمیرې ته تیلیفون وکړئ.

Polish Jeżeli chcesz uzyskać niniejszą ulotkę w języku Braille'a, na taśmie magnetofonowej czy w wersji z dużym drukiem, lub gdy język angielski nie jest Twoim językiem ojczystym i potrzebujesz pomocy, zadzwoń pod numer **0121 748 8100**.

Punjabi ਜੇ ਤੁਸੀਂ ਇਹ ਲੀਫਲੈਟ ਬਰੇਲ, ਆਡੀਓ ਜਾਂ ਵੱਡੇ ਪਿੰਟ ਵਿੱਚ ਲੈਣਾ ਚਾਹਦੇ ਹੋ, ਜਾਂ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੇ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਕਿਰਪਾ ਕਰਕੇ **0121 748 8100** 'ਤੇ ਕਾਲ ਕਰੋ।

Russian Если Вы желаете получить брошюру в шрифте Брайля, звуковым формате или крупном шрифте, а также если английский не является Вашим родным языком и Вам необходима помощь, пожалуйста, позвоните по номеру **0121 748 8100**.

Somali Haddii aad bug-yarahaan ku rabtid farta indhoolaha Braille, hab la Dhegeysto ama daabacad far waa-wayn ama haddii af Ingiriiska uusan eheen luqadaada koowaad iyo caawinaad u baahan tahay, fadlan soo wac **0121 748 8100**.

Urdu اگر آپ سے دوپہر لاء آئی یا ڈیڑھ بجائے تو اسے پڑھنے یا اگر گھر پر آپ کی پہل زبان نہیں ہے اور آپ کو مدد درکار ہے تو براہ کرم **0121 748 8100** پر کال کریں۔



Castle Vale
Community Housing

Contact Details

Visit or write to: **CVCH, 11 High Street, Castle Vale, Birmingham B35 7PR**

Tel: **0121 748 8100**

Email: **contactus@cvch.org.uk** Fax: **0121 748 8105**

Or visit the website: **www.cvch.org.uk**