



# Menu of Involvement

How you can help us to shape our services

# Why get involved?

As a Tenant or Leaseholder of Dacorum you have first-hand experience of our services.

By getting involved and having your say about what you think works well, or where we can improve, we can use this feedback to improve services for everyone.

We want to provide the best service we can, and to do that we need your help.

We have many different ways you can get involved, which means no matter what time you have to spare there is something for everyone.

## Light Bites

Perfect for people who have very little time to spare.

*This includes one-off activities like focus groups or surveys*

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## Mains

Work with us on a more regular basis to feedback on our services.

*Take part in our scrutiny boot camps, or Dacorum Online Training.*

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## All you can eat

Take part in our largest projects, influence key decisions and scrutinise our services.

*Become a member of our Tenant & Leaseholder Committee.*

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## Takeaway

Quick and easy.

*Give us feedback via our website or social media*

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# Light Bites:

## **Online and Telephone Surveys:**

We can add you to a list of people who would like to take part in surveys either on the telephone or via e-mail.

You can choose if whether or not you would like to respond to the survey depending on what interests you.

## **Get Involved Newsletter:**

If you would like to know more about getting involved, you can sign up to our 'Get Involved' newsletter.

This will tell you all about the exciting engagement activities that are taking place, Tell you more about how you can be involved, and even get to know more about our team and some of the currently Engaged Tenants.

## **Focus Groups:**

Focus groups are fun and informal sessions, taking place both virtually and face to face. They look at a specific service or a new idea we would like your feedback about.

You can choose which focus groups you are interested in, and do not have to take part in them all. It is up to you. By taking part in the sessions, your feedback will directly influence how the service or idea will move forward.



# Mains:

## **Resident Scrutiny Boot camp sessions:**

We constantly monitor performance and resident satisfaction data, so that we can identify where we could do better.

When we identify an area for improvement, we ask you to help us by taking part in a resident scrutiny boot camp.

These virtual informal sessions are interactive and fun. You will learn more about a service, and have the opportunity to suggestion ideas for improvement.

## **Dacorum Online Training (DOT)**

As a DBC Tenant or Leaseholder, you can now access our brand new online training platform called DOT.

On the platform you can access bite sized training courses covering, how to manage your home and tenancy, wellbeing and skills for work.

You will receive a certificate for each course you complete.

## **Tenant Improvement Grants Panel (TIG):**

As part of this Committee, you will get the chance to give your views on applications to our Tenant improvement small grant scheme.

The grant funds small improvements to estates or communal areas. The panel meets monthly, and you can attend in either person, via MS Teams.



# Mains continued:

## Supported Housing Forum:

If you live in our supported housing, we invite you to become a member of this forum. They meet quarterly to discuss your ideas, feedback and any concerns you have about the services you receive.



### ***Below Max from our Tenant & Leasehold Committee tells us why he got involved:***

“Working with the Tenant & Leasehold Committee has been hugely insightful and equally rewarding.

I personally decided to get involved in order to contribute to helping improve services, policies and procedures that the council provides to Tenants and Leaseholders. However, there have been many occasions where we have helped the Council make informed decisions to assist the wider community.

It has been a great platform to influence change constructively and positively whilst working with a diverse group of equally committed Tenants, Leaseholders and Council Officers, who collectively have a good time working together on a wide variety of simple and often more complex community issues”



# All you can eat:

## **Tenant & Leaseholder Committee (TLC):**

TLC is a formal committee made up of Tenants, Leaseholders, Independent residents, Housing staff and Councillors. The committee is part of the formal approval process for housing decisions and new services.

By being a TLC member, you will be able to feedback on new ideas, policies or strategies of the housing service. You receive regular updates on performance and service planning. Your feedback directly influences services and decisions made by the housing service.

There are reports, which you will need to read and feedback on. These sometimes contain data and performance information, so you will need to be happy to read these reports before the meetings.

Meetings take place every two months in the evening, and are currently taking place using the app Zoom.

*Please note: Due to the popularity of the TLC, the committee is currently at capacity. However, we are keeping a waiting list of interested people, so please contact us to register.*



# Takeaway:

## Website:

You can view all our policies, strategies and procedures on our website. These documents will tell you all about how our housing service runs, and the way we manage what we do on a day-to-day basis.

Visit: [www.dacorum.gov.uk](http://www.dacorum.gov.uk)

## Social Media:

Follow Dacorum's Facebook feed at **Dacorum Borough**. Our posts will tell you all about what we are working on, or any new and exciting news such as the handover of new build developments.

You can also contact us via our Facebook page, and we will get back to you within two working days.

## Pop up events/Neighbourhood Engagement Days:

From time to time, the housing service will attend events in the community. This gives you the chance to come and have some fun and speak to us face to face, and find out more about the services we deliver.

Information about all our events are posted to our Facebook feed, so follow us so that you do not miss out.



## What experience do I need?

You already have all the experience you need to get involved with us.

As our Tenants and Leaseholders, you are experiencing our services first hand, and this experience is what we are looking for to make our services the best they can be.

## What support will I get?

We can give you training and support if you feel you need it to get involved. This will be different for everyone. We are currently working on rolling out online courses via our Tenant training portal 'DOT', so watch this space for more news about this.

You can trial any of the engagement opportunities before you commit and if you just want to come along and watch to start with, that is okay with us.

## Why should I get involved?

There are many benefits to you getting involved.

- Your involvement will directly improve our services for everyone
- Taking part in our engagement activities is volunteering and if you are currently looking for work, we can provide you with a reference based on your involvement with us.
- You will meet new people and share experiences with other Tenants and Leaseholders.

- Getting involved with us is enjoyable and rewarding.
- You may gain new skills or experience, or build on current experience. We have a full package of training available, which very soon you will be able to complete in your own time via our online training portal 'DOT'.

## How much time will it take?

We have involvement opportunities for everyone, regardless of the amount of time you have to spare.

Currently all of our Committees and activities are taking place via the app Zoom, to ensure the safety of everyone during the Covid 19 Pandemic.

As we return to a sense of normality, face-to-face meetings and activities will return - with social distancing. However, we are committed to keeping the option of Zoom; to enable those who have caring responsibilities or are unable to travel to be able to fully take part.

We consider the timing of all our events to ensure that as many people as possible can take part, which means if you are busy during the day, you can join us in the evening.

## Sounds good, how do I sign up?

Whether you want to sign up or just know more we are waiting to hear from you. Contact us using the details below:

[Talk-To-Us@dacorum.gov.uk](mailto:Talk-To-Us@dacorum.gov.uk)

01442 228000 ask for Tenant Involvement

Visit: [www.dacorum.gov.uk/get-involved](http://www.dacorum.gov.uk/get-involved)