



**Network  
Homes**

**Hands up if you  
want to get  
involved with us**

**Help to make your community a  
better place to live**

**Speak up  
Team up  
Join up**



## Get hands-on

We've created a new resident engagement programme and we're inviting you to come on board. Tell us what matters to you, inspect our services and get to the very heart of the communities where we work. It's an opportunity for you to share your ideas and challenge our performance – while learning new skills along the way.

Show us how we can do better, and help us to:

- offer services that residents need and want
- work to a high standard, delivering quality services
- achieve value for money across our organisation
- enhance the quality of life for people living in your community
- ensure staff and Board members understand resident experiences.

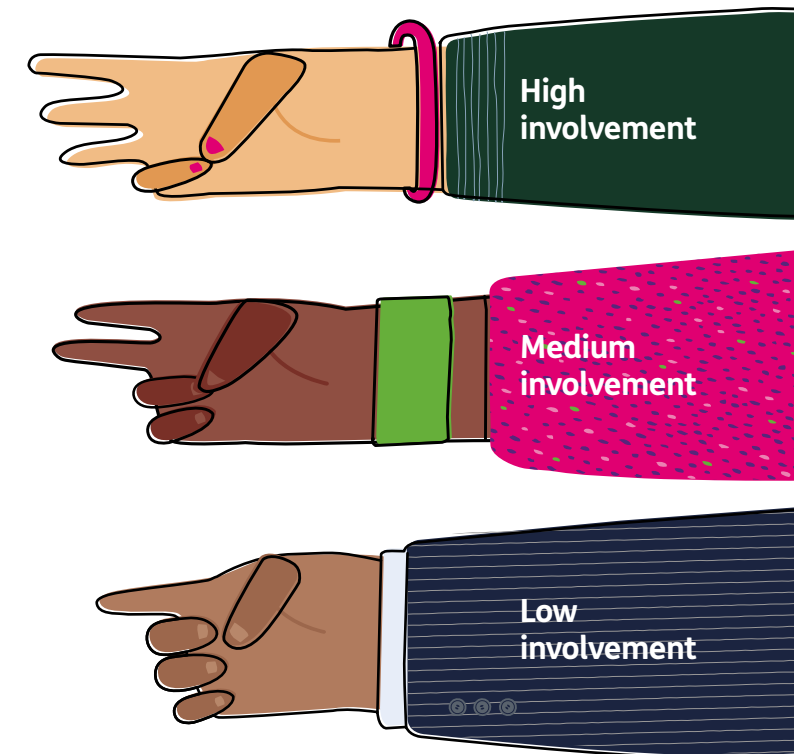
We know it can be difficult to find the time to get involved. So we've created a range of engagement activities for you to choose from. Whether you can spare a few hours a week or just an hour a month, there's sure to be an activity to suit you. Have a look at the options in this booklet and take the first step to making your community a better place to live.

## How much time is involved?

To help you decide which activities will fit nicely into your schedule, we've put involvement indicators against each one. This gives you a rough idea, at a quick glance, of how much time you could spend on that activity.

There are three broad involvement indicators, which are:

- **High involvement** – Work closely with us on a wide range of topics through regular contact and meetings throughout the year.
- **Medium involvement** – Semi structured opportunities that include contact with us during projects or when it suits you.
- **Low involvement** – On the go, or in your home – extremely flexible to fit into your fast paced life.



# Why lend a hand?

Joining our network of involved residents could be good for you too. Here are just a few ways you could benefit.

## Gain valuable skills and experience

As well as taking part in structured training programmes, you'll gain a range of other skills by being involved. Team working, digital skills, communicating with people and writing reports are just a few areas where you'll get more experience. It's a good way to improve your CV and future job prospects.

## Boost your confidence and wellbeing

Being part of something that aims to improve the lives of others can boost your self esteem. If you're out of work or retired, volunteering can give you a greater sense of purpose and improve your personal wellbeing.

## Connect with people and make new friends

Most roles involve meeting new people. So, if you live on your own or feel isolated, getting involved is a good way to make new connections. If you choose to join one of our panels, you'll be welcomed by a friendly group of residents who'll help you settle in.

## Getting involved could open other doors

By working more closely with us, you'll get to know about opportunities offered through our Worksmart employment and training programme. Getting involved now could be a stepping stone to gaining full-time work or making a career change.

We'll cover your out-of-pocket expenses such as travel and childcare or carer costs. As an involved resident, we ask that you keep your rent account up to date and continue to be a considerate neighbour.



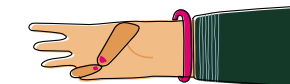
# Involvement opportunities

Take your pick



Hands up if you want to be a...

## Local Resident Panel Member



**Can you see things in your community that need to improve – do you know how to go about changing them? By joining your Local Panel, you can have a real influence over what happens in your area.**

### What would I do?

Our Local Panels are part of our overall governance structure. This means they link directly to the Network Homes Board. As a Local Panel Member, you'll be our critical friend monitoring service delivery and performance in your area.

You'll look at the bigger picture and challenge performance right across the business.

The panel meets four times a year to discuss a range of topics. You'd be expected to prepare for meetings by reading papers and making a positive contribution to discussions.

### Is it for me?

After completing an induction and training programme, you'll be appointed to the panel for three years (with an option to remain on the panel for up to nine years). You'll

spend about four hours, every three months, doing this role. You'll need to be reliable and attend meetings regularly while contributing to panel conversations and appreciating other people's opinions.

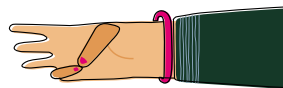
We'll give you ongoing training to improve skills in areas such as communication, report writing and statistical analysis. You should be willing to learn about social housing – our role in the community, how we're regulated and how performance is managed.

Get a handle on local issues.

To find out more:  
Email: [get-involved@networkhomes.org.uk](mailto:get-involved@networkhomes.org.uk)  
Visit: [networkhomes.org.uk/getinvolved](http://networkhomes.org.uk/getinvolved)

Hands up if you want to be a...

## Continuous Improvement Panel Member



**The Continuous Improvement Panel reports to our Local Panels, reviewing our services and holding us to account. The panel represents all of our residents, from across our communities and from a range of different backgrounds.**

### What would I do?

Acting like a critical friend, you'll look at the bigger picture and review performance right across the business.

The panel is responsible for:

- commissioning scrutiny exercises
- overseeing the Task & Finish Groups and Sprint Groups who will do the scrutiny review
- holding us to account, making sure we implement any recommendations agreed at the end of a scrutiny review.

The panel meets four times a year. You'd be expected to prepare for meetings by reading papers and making a positive contribution to discussions.

### Is it for me?

You'll need to feel confident contributing to panel conversations while appreciating other people's viewpoints. You should be willing to learn about social housing – our role in the community, how we're regulated and how performance is managed. You'll spend about four hours, every three months, doing this role. And you might need to talk to other panel members by phone or email outside of meetings.

**Make positive changes that benefit everyone.**

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Hands up if you want to be a...

## Community Ambassador



**If you're proud of your community and have some ideas to make it better, then the Community Ambassador role could be for you. You'll be our key contact in the community – spotting any problems and suggesting ways to improve your neighbourhood.**

### What would I do?

As an ambassador, have the opportunity to join us on estate inspections, helping to pick out any physical improvements that need to be made. You'll also work with your neighbours to develop projects and activities that benefit the people living in your community. You might work as part of a team of ambassadors where you live. And you can represent a block of flats, a street or even a whole estate – it's up to you.

### Is it for me?

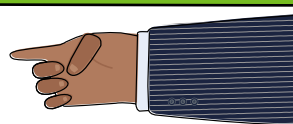
We'll give you all the training and support you need. In return, we ask that you stay in post for at least a year. Our ambassadors need to be enthusiastic and able to talk to residents about the issues affecting them. You'll then work with us to come up with solutions.

**Share your local knowledge with us, support others and make a real difference to your area.**

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## Digital Champion



**Becoming a Digital Champion is a good way to get involved if you don't have much spare time on your hands. You'll be able to send us your feedback electronically, at a time that suits you. You'll be able to have a say on a variety of topics but the focus will be on how well our digital services work for you.**

### What would I do?

As a Digital Champion, you'll need access to a computer, smartphone or tablet. We'll get in touch with you every month or so to ask for your opinion on a particular matter. You'll probably spend about an hour completing each survey, either through our website or by email. Your feedback will then be used to help us improve our services.

### Is it for me?

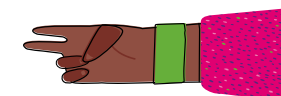
You'll have a half-day training session which will focus on your online skills and attention to detail. In return, we ask for your commitment, enthusiasm and honest opinion. You don't have to take part in every survey but we'd welcome your feedback at least six times a year.

Have your say from the comfort of your own home – it's quick and easy.

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Hands up if you want to be a...

## Mystery Shopper



**Ever fancied working as an undercover detective? By becoming a Mystery Shopper, you'll get the chance to test our services, without us knowing. Our mystery shoppers play an important role by giving us a true picture of how we interact with residents.**

### What would I do?

You'll conduct a mystery shop by using your own customer details

and presenting a made-up scenario for staff to handle. It might mean logging a query online, phoning the contact centre or visiting reception. For example, we might ask you to test how quickly a call was answered, how our staff spoke to you and whether you were given the right information.

After each mystery shop you'll record your experience by filling in a simple questionnaire. Your comments will then be presented to our Continuous Improvement Panel for review. If a

particular service needs to improve, we'll work with the panel to decide how to do this.

### Is it for me?

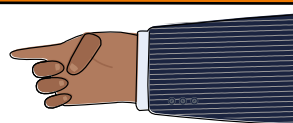
To be a Mystery Shopper you'll need to be confident talking to people over the phone or in person. You'll also need to be professional, discreet and be able to meet deadlines. Full training will be given at the start and we expect each mystery shop to take around 30 minutes. You won't need to do more than three mystery shops a year.

Go undercover and help to improve our services.

To find out more:  
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Hands up if you want to join the...

## Readers Group



Every year we send a variety of communication to residents such as letters, emails, leaflets and newsletters. We want to make sure the information we give to residents is clear and easy to understand. You could help us do that by joining the Readers Group.

### What would I do?

As a reader, we'll ask you to review written information prepared by us before we send it out. You'll be looking for any mistakes or jargon, deciding if our messages are clear and written in plain English. You can make your comments either by post or email and we'd need you to get back to us within 10 days.

### Is it for me?

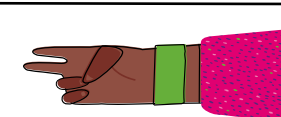
If you have a good command of the English language and enjoy checking detail, then our Readers Group needs you. It's a flexible role but we ask you to do at least two tasks a year, with each one taking no more than two hours. You'll need to have an eye for detail and be able to meet the deadlines we set for you. Our specially-designed training course will enhance the skills you already have.

How we talk to you matters so help us do it better.

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## Resident Quality Champion



Are you interested in getting to the heart of our frontline services? As a Resident Quality Champion you'll inspect the services we provide in your community.

### What would I do?

First, we'll give you comprehensive training to help you do your job. You'll be invited to meet staff who carry out estate inspections. They'll tell you what we expect our contractors to do so you can check the work is being done to the expected standard. You'll also have the opportunity to visit other schemes to compare the standard across different properties. Your findings will be presented to your local resident panel and used to shape and improve our services.

### Is it for me?

You'll need to be available during office hours as this is when our staff carry out estate inspections. If you're currently out of work or retired then this role might suit you. Once you've finished your training, you'll be working on your own. You should have an inquisitive mind and feel comfortable asking probing questions. You don't need any qualifications or surveying experience to do this role.

Inspect our schemes and tell us how we're doing.

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## Young Ambassador

Aged between 16 and 26 and keen to make a difference in your community? By joining our Young Ambassador programme, you'll be opening up a world of opportunities for yourself. As well as representing the young people who live in your community, this is a chance to learn new skills, get some volunteering experience and play a role in shaping services in your area.

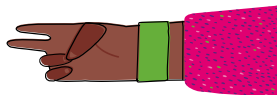
### What would I do?

Being a Young Ambassador means getting involved in decision-making. You'll have the opportunity to do estate inspections with us, identify any local issues and help us come up with solutions. You'll be able to give us ideas on how we can improve your neighbourhood for the benefit of the young people living there and the wider community. You can represent a block of flats, a street or even a whole estate. You'll be able to attend your local resident panel meetings to put forward your ideas and concerns.

And after a year, you'll have the opportunity to do a work placement that matches your career aspirations.

### Is it for me?

You don't need any formal qualifications to be a Young Ambassador. We'll give you training and ongoing support. But you'll need to be committed, enthusiastic and feel comfortable talking to people. Becoming a Young Ambassador gives you access to opportunities you might not find anywhere else. You'll get practical, real-life experience and a work placement that's tailored to you.

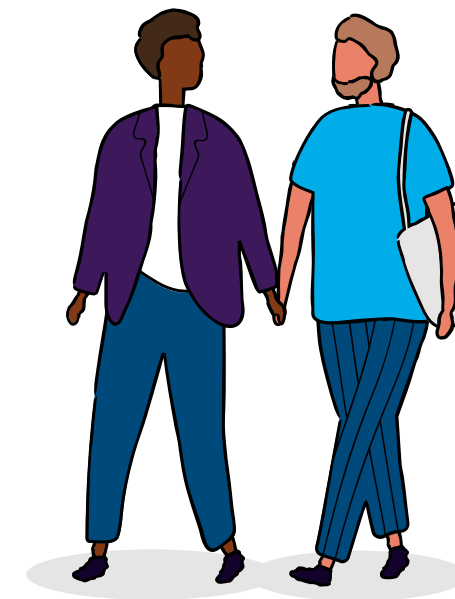


Make things better in your community while enhancing your career prospects.

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If you're interested in getting involved with us, we'd love to hear from you.

Speak up  
Team up  
Join up



Get in touch by going to [networkhomes.org.uk/getinvolved](http://networkhomes.org.uk/getinvolved), or email: [get-involved@networkhomes.org.uk](mailto:get-involved@networkhomes.org.uk). If you don't have access to the internet, call us on **0300 373 3000**.





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