

Menu of involvement opportunities



Do you want to make a difference to where you live?



Benefits of involvement

Getting involved with Clarion means that you can influence services and make a difference to what happens in your home and your local community. You don't need to have previous experience of being involved, just to be enthusiastic and to care about improving services whether at a local or national level.

As a resident you are best placed to tell us what you think of our services and to suggest improvements. Getting involved is also a great way to meet new people from your neighbourhood, region or another part of the country, and it can even lead on to other benefits such as improved digital skills, volunteering opportunities and even new employment.



Will I be paid expenses?

Yes, we will make sure your involvement doesn't cost you. Reasonable expenses, such as travel, will be paid to help you to take part.



Will I be given training?

Yes, involved residents can attend briefing sessions to learn about local involvement and you can have access to external independent involvement services too. You can increase your knowledge and skills and gain confidence when attending training sessions.

Why not get in touch to explore this opportunity? You can complete the Clarion Expression of Interest form online or by hand and we'll get back to you to discuss the options.

Ways to get involved

Involvement Level	Activity	Details	Time commitment
National	Annual Resident Engagement Days	Resident Engagement Days are held in each Clarion region. Residents who attend have an opportunity to meet each other, ask questions of Clarion Board members and Executives, get involved with workshops and find out about a variety of information.	One day per year.
	Policy & Communication Review Group	A digital group of residents involved in shaping customer facing communications in relation to Clarion Policies, digital facing customer communication and newsletters etc. Documents for review will be sent to members via email.	Whenever suits you – we ask for a commitment to review a minimum of 5 documents a year.
	Service Improvement Groups	A group of residents and staff to work in partnership when required to review policies and procedures, set standards, monitor performance and how services are delivered. We currently have service improvement groups that look at: Anti-social behaviour and Available Homes.	A half day meeting per quarter with reading and occasional training/meetings in between.
	Networks	A group of residents and staff to work in partnership to monitor performance and accessibility of our services for special interest groups. We currently have the following Networks: <ul style="list-style-type: none"> • National Ambassadors - young people 17 -25 • Clarion55 – residents over 55. • Out and About – LGBT residents • Clarion Ability Network – residents with a disability 	National Ambassadors meet every month and for a yearly planning meeting. Clarion55 meets on a monthly basis. Out & About meets on a quarterly basis. Clarion Ability Network meets on a quarterly basis.
Regional	Regional Scrutiny Committee	Each of the five Regional Scrutiny Committees are made up of residents, independent members and staff who work in partnership to scrutinise Clarion Housing services and make recommendations for improvements to the Board.	Every quarter with occasional training and sub-groups, plus reading in between.
	Property Engagement Group	This group will look at all property related issues – the services we currently deliver, what may need to change and how we make those changes for reactive, servicing and planned works in your region. Representatives may also have the option to be involved in specific projects or procurements.	Meetings will be a minimum of 3 times a year with reading between meetings.
Service Area	Virtual/Digital Forums	Residents can engage through Clarion Voice, our online digital forum, and share feedback on Clarion Housing services.	Whenever suits you - from occasional posts to several times a day.
Local Involvement opportunities	Tenant and Resident Associations	A great way for people to have a collective voice and come together to tackle local issues, arrange social events and build community spirit. We can support you in setting up associations.	This can be monthly or quarterly meetings. Members will need to do other tasks, such as writing minutes, sending out the agenda or doing accounts.
	Community Inspectors	Working alongside our Repairs, Estate Services and Neighbourhood Teams, you will visit our estates; inspecting services such as cleaning and gardening services, and communal repairs.	Frequency of inspections depending on the estate /area.
	Focus Groups / Task and Finish Groups	Occasional meetings with a small number of residents to collect information and experience on specific topics/service areas.	Half a day or less, when an issue or service which interests you needs to be looked at. One or more meetings can take place depending on the issue that needs to be resolved.

Resident Involvement expression of interest form



Please complete:

Your name

Home telephone number

Your address

Mobile number

Email address

How would you describe your status?

Resident

Independent

External Stakeholder

Are you currently an involved Resident or Board member?

Yes

No

If you answered yes to the above question, how are you involved? Please detail the Resident Group, Panel or Board that you are part of:

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..

I am interested in getting involved in:

(Please select up to three)

Virtual/Digital Forums

Regional Scrutiny Committee

Property Engagement Group

Community Inspectors

Focus/Task & Finish Groups

Policy & Communication Review Group

and /or Service Improvement Groups/Networks focussing on:

Disability issues

Property (Voids & Lettings)

Anti- Social Behaviour

LGBT (Out and About)

Young people

Over 55s



Now please tell us about your main areas of special interest and experience:

(again, please select up to three)

- | | |
|--|--|
| <input type="checkbox"/> Neighbourhoods | <input type="checkbox"/> Policy |
| <input type="checkbox"/> Building Communities | <input type="checkbox"/> Communications |
| <input type="checkbox"/> Repairs and Maintenance | <input type="checkbox"/> Grounds Maintenance |
| | <input type="checkbox"/> Vulnerable people |

Please tell us more about your skills and experience:

Finally, please tell us why you would like to get involved?

You may wish to highlight what you could bring to Clarion as well as what you want to achieve personally from involvement.

- Please tick this box to confirm you have read and agree to abide by the Resident Involvement Code of Practice principles relating to my involvement.

Date: Signature:

Please return the completed form to getinvolved@clarionhg.com or your local Resident Involvement team. Alternatively, you can return the form to:
**Resident Involvement, Clarion Housing Group,
Reed House, Peachman Way, Broadland Business Park, Norwich NR7 0WF.**

Your local Resident Involvement Officer will aim to get back to you within five days.

This document can be made available in a variety of formats, such as large print, Braille, or into an alternative language. For further information, please contact us.

Thank you for completing this form.



CLARION
HOUSING

