

Get Involved!

It all starts with you...



Estuary

HOUSING ASSOCIATION LTD



Resident Involvement Service Guarantee

At Estuary we recognise residents are at the heart of our business.

We value the views and ideas of our residents and want to make it as easy as possible for you to have a say about what we do in a manner that suits you. Resident Involvement includes residents, staff and board members sharing information, ideas and power.

This leaflet you with a range of ways for you to get involved, at a level that suits you and the time you have available.

Your time is valuable and you will never be left out of pocket for your involvement. We will arrange or reimburse transport where necessary and can assist with childcare or any other care costs.

Get the most out of your involvement with us!

We provide free training opportunities covering basic computer skills, an introduction to Social Housing and more advanced training surrounding individual service areas. This training can really build your confidence, especially if you are looking for work, and is great to add to your CV!

Find out about the impact of your involvement - visit the Resident Involvement pages of the Estuary Housing Association website, www.estuary.co.uk/resident-involvement, and keep an eye out for our regular articles in Estuary News.

For more information and to get involved speak to the Customer Engagement Team on 0300 304 5000 or email Involvement@estuary.co.uk

At a Local Level

How you can get involved in your local community:**Come Along to an Estate or Area Meeting**

We arrange meetings for estates and areas to discuss any issues residents are facing including anti social behaviour and estate services. We run these meetings when needed as an opportunity for residents to give us feedback in that area. To find out about the next meeting in your area, please call the Customer Engagement Team on 0300 304 5000, check the events calendar on www.estuary.co.uk, or email Involvement@estuary.co.uk



Time Up to two hours



Travel Minimal – meetings will be held as locally as possible.

Become an Estate/Block/Street Representative (EBS Rep)

EBS reps work closely with the Estate Services team to monitor gardening, cleaning and estate services in their local area. They complete monthly inspections and report communal maintenance issues.



Time 1 hour a month



Travel None! You can do this just by taking a short walk around your local area and submitting a feedback form.

Join a Residents' Association or Community Group

Residents Associations and social committees form the basis of local activity across Estuary Communities and can be a very useful way of improving community spirit, making sure services are properly targeted, and help residents have a say in decisions that affect their homes. These groups are independent but supported by Estuary. Let the Customer and Community Engagement Team know if you would like to set one up in your area!



Time Two hours every other month or when required.



Travel We will always try to hold these meetings as local to your area as possible.

Community Activities

We arrange various activities, including fun days and information days for the community. These give you the opportunity to meet your neighbours, Estuary staff and other service providers from the local area.

At an Estuary Wide Level

These are roles which require a bigger time commitment but have a greater impact on the resident body:

The Federation of Estuary Residents (FER)

This is an independent group of residents from all areas, elected by the resident body at their annual AGM. The FER work alongside Estuary Housing Association to agree any changes to services that are delivered to residents. They have a main committee meeting 6 times a year and members sit on panels throughout Estuary to represent residents. The FER are responsible for the Estate Improvement Budget which residents or resident groups can apply to for funding to improve communal areas.



Time 3.5 hours a month.



Travel Currently all meetings take place across Essex and London.

My Digital Voice

Join our online panel and give us your feedback from the comfort of your own home. If you register for this panel, you will be sent a wide variety of material to engage with. From documents which need reviewing to short service review surveys. Every time you contribute you will earn points and be entered into a quarterly prize draw.



Time 10 mins to 1 hour depending on the type of feedback.



Travel None! This can be done from the comfort of your own home via email.

At an Estuary Wide Level

Mystery Shoppers

Occasionally we like to put our services to the test by asking residents to take part in a mystery shopping exercise. This is done on an Ad-hoc basis and we will advertise out to residents when we need them.



Time 15mins – 1 hour depending on the type of mystery shopping exercise.



Travel None! This can be done from the comfort of your own home whenever you have the time to spare.



Info You may need to undertake a short training and briefing session to understand the mystery shopping task.

At a Management Level

Estuary Resident Services Review Panel (ERSRP)

ERSRP are our resident scrutiny panel. This committee is a group of residents who work closely with staff to monitor, challenge and identify concerns around Estuary Housing Association's compliance with local offers, regulatory requirements and service delivery standards. This relates in particular to performance, decision making and business plans. The ERSRP is the main resident scrutiny vehicle for the Association. This group requires a significant commitment and mandatory training.



Time 6 hours a month.

The committee currently meets for 2 hours every fortnight and completes much of their research outside these meetings.



Travel Currently all meetings take place in Southend-on-Sea.



Info If the time commitment is too much you can apply to become a field worker and conduct research from your own home.

Services Committee Resident Representative

Resident Committee Members work with Board Members and other co-opted Committee Members to help set the direction of our operational services and to monitor, scrutinise and challenge our operational performance.

Resident Committee Members bring their experience as a resident to assist the overall performance, planning and delivery of Estuary's longer term goals. The committee meets four times a year (usually 4.30pm to 6.30pm on Mondays). You will need to spend some time preparing for these meetings.



Time Evening meetings take place for two hours every quarter plus time to prepare for the meetings.



Travel Currently all meetings take place in Southend-on-Sea.



Info You will need to undertake training to be comfortable in this role.

Your Pathway to Employment

How Can We Help You?

Estuary's Your Pathway to Employment programme is here to support you on your journey to lasting employment.



Sign Up

Our friendly team will talk you through how we can help and get you signed up to MyWorkSearch, our FREE online work search and advice centre.



1 to 1 meetings

We can meet with you and provide support on a 1 to 1 basis, keeping you focused on getting the job you want and helping with any training.



Financial Help

We can help with the cost of travelling to interviews, placements and childcare after a short financial assessment.



Hear About Opportunities First

We will let you know about any work experience, apprenticeships or work opportunities before they are promoted to the wider resident body.



Training

We can help with writing a CV and covering letter, completing application forms, and get you signed up to training to boost your confidence and skills



Ongoing Support

Once you start work or a placement, we will keep in touch to see what other support we can provide

Sign up to Your Pathway to Employment now and get on the road to work.

Speak to a member of the Customer and Community Engagement Team on 0300 304 5000 or email YP2E@Estuary.co.uk

www.estuary.co.uk/your-pathway-to-employment

Get in touch

If you would like this document in another language, large print, Braille or audio or if you require the service of an interpreter, please contact us on 0300 304 5000

Chinese

如果你想这份文件在你的语言联系
0300 304 5000

Italian

se volete questo documento nella
tua lingua di contatto 0300 304 5000

Lithuanian

jei norėtumėte šį dokumentą jūsų
kalba Susisiekite 0300 304 5000

Polish

jeśli chcesz ten dokument w swoim
języku kontakt 0300 304 5000

Portuguese

se você gostaria que esse
documento em seu idioma
contacte 0300 304 5000

Swahili

kama ungependa huu katika lugha
yako ya kuwasiliana 0300 304 5000

Turkish

Bu belgeyi isterseniz sizin dilinizde
0300 304 5000 arayın

Vietnamese

nếu bạn muốn tài liệu này trong ngôn
ngữ của bạn liên hệ 0300 304 5000

estuary.co.uk
0300 304 5000



HOUSING ASSOCIATION LTD