



Menu of Involvement

Basildon Borough Council

Basildon Centre

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Basildon

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Why get involved?

As a Resident living in the Basildon Borough, 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 ways you can get involved, which means no matter what time you have to spare there is something for everyone.

<p style="text-align: center;">Lite Bites</p> <p>Perfect for people who have little time to spare. Join our Residents Voice & take part in one-off activities like focus groups or surveys.</p> <p style="text-align: center;">Estate Improvement</p> <p style="text-align: center;">Turn to page 3</p>	<p style="text-align: center;">Mains</p> <p>Work with us on a more regular basis to feedback on our services.</p> <p>Take part in one of our task & finish groups</p> <p style="text-align: center;">Estate Panel</p> <p>Or maybe the Leasehold Panel or Sheltered Housing Group</p> <p style="text-align: center;">Turn to page 4</p>
<p style="text-align: center;">All You Can Eat</p> <p>Take part in our larger projects, influence key decisions and scrutinise our services. Become a member of our Tenant & Leaseholder Panel, Home Group, Tenancy Neighbourhood Group, or Tenant Scrutiny Panel</p> <p style="text-align: center;">Turn to page 5</p>	<p style="text-align: center;">Takeaway</p> <p>Quick and easy for all Residents</p> <p>Give us feedback via our website or social media.</p> <p style="text-align: center;">Turn to page 8</p>



Lite Bites:

Residents Voice:

This is a list of people who would like to get involved, we may ask you to simply complete a survey or join a task and finish group, it's up to you to choose what you want to be involved in.

Online Surveys:

Take part in surveys via our website, you can choose if you would like to respond to the survey depending on what interests you.

Focus Group:

These are one off discussion groups to collect ideas about a service where tenants, leaseholders and residents are invited to give their views for approximately 2 hours, all who attend will receive a report of the findings and what happened as a result.

Estate Improvement:

To improve the welfare and lives of our residents we hold a budget for each area within our borough for small estate improvements, this could be a dog bin or bench, all residents are welcome to contact the Resident Involvement team to put their project forward for consideration.



Mains:

Task and Finish:

These are informal sessions to review services taking place both virtually and face to face, they are normally between 3 - 4 meetings to review a particular service or a new idea we would like your feedback on. You can choose which task and finish group you would be interested in, it's not mandatory to attend all the meetings it's up to you. By taking part in these sessions and working with us your feedback will directly influence how the service or idea will move forward.

Estate Panel:

The Estate Panel holds a budget for one off larger project that provides improvements that benefit the whole community. All residents are welcome to submit a project to this panel, by contacting the Resident Involvement Team. This panel will meet as and when required to discuss submitted projects whilst ensuring the set criteria is met and the budget is allocated and spent appropriately. If agreed the project will be presented to the Tenant & Leaseholder Panel for final approval.

Leasehold Panel:

The Leaseholder Panel will consider operational leasehold issues and the implications of Leasehold Legislation upon Leaseholders' rights. Meeting twice a year the Panel will also act as a consultative forum for any developments to Leasehold services and changes to the Leaseholder Handbook.

Sheltered Housing Group:

Meeting twice a year, plus an extra annual budget setting meeting this group will discuss strategic sheltered housing issues such as the structure of staffing or key changes to the service, for our Sheltered Housing tenants and leaseholders.



All You Can Eat:

The following meetings are held every 3 months and are a mixture of virtual and face to face to fit in with everyone's lifestyle and time commitments, you will need to be happy to read and feedback on the reports, which sometimes contain data and performance information, before the meetings.

Tenant & Leaseholder Panel (T&L):

The T&L is a formal panel made up of tenants, leaseholders, sheltered housing tenants supported by officers, who will meet every 3 months plus an annual budget setting meeting. The panel is part of the formal approval process for housing decisions and new services. As a T&L member, you will be able to feedback on new ideas, changes to policies, procedures, and matters dealing with the provision and appointment of new contracts/contractors, to discussions relating to operational issues in respect of the Housing Management function. Your feedback will directly influence services and decisions made by the housing service.

Tenant Scrutiny Panel (TSP):

The TSP will scrutinise performance and challenge on areas where performance is not meeting the agreed targets, and monitor the agreed service standard for Housing Services, making recommendations for improvement. Driving improvement in Housing Services, through the scrutiny of performance against several clear performance indicators and to support the regulatory framework of the Independent Housing Ombudsman, specifically through the scrutiny of complaints.



All You Can Eat Continued:

Home Group:

The Home Group is a consultation group for all matters relating to property services and is tied into the Regulator of Social Housing's Home Standard. The Home Group will assist officers, tenants, and leaseholders to ensure that tenants homes meet the standard set out in the Government's Decent Homes Guidance. Providing cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs first time. To meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes, with an overview of fire safety and to co-operate with relevant organisations to provide an adaptations service that meets tenants' needs, as a secure building is of paramount importance for resident's physical and mental health. It also includes improvements in the consultation and delivery of planned and capital works, and work on empty properties,

Tenancy Neighbourhood Group:

This group will have an advisory role in considering the provision of the Tenancy and Estate Management Service, managing Council tenancies effectively, including Rent Income. The group will focus on keeping neighbourhoods and communal areas clean and safe, helping to improve social environmental and economic wellbeing on our housing estates. They will advise and support the council to work towards preventing and tackling anti-social behaviour within neighbourhoods.

Stephen from our Tenant & Leasehold Panel tells us why he got involved:

Since retiring I have been involved in community projects throughout the Borough. My involvement evolved to where I became a Tenant Representative. I am currently the Chairperson of our Tenant & Leaseholder Panel which enables us as tenants to scrutinize and question Council Officers regarding the housing services they provide. It can be challenging, frustrating but always very enjoyable, my colleagues and I have assisted by way of consultation, discussions and working groups, to help shape the services and policies within the Council. We are from a diverse array of backgrounds and skills, and we are all committed to helping for the benefit of the wider community within the Borough. It is reassuring to know that we are part of the process with a social landlord who encourages involvement in a friendly and equally committed manner.

Stephen Wood



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.basildon.gov.uk

Social Media:

Look out for our exciting social media events, to be developed in the future.

Pop up events:

From time to time, the housing service organise a one-off event to consult on services, improvements, and neighbourhoods. Examples are where staff go to a particular neighbourhood or block to discuss planned works, find out what people need from their Estate Management Officer or give opinions on anti-social behaviour or estate facilities. A report of the findings and what happened as a result will be published on the website or magazine.

Estate Inspections:

Residents can get involved by joining our estate officers on our estate inspections, to pick up issues such as broken fencing, overgrown landscaping, rubbish, and other general environmental issues.

Gardens in Bloom Competition:

Enter our gardens in bloom competition for Sheltered Housing residents, it's a great day!



What experience do I need?

- You are already equipped with all the experience you need to get involved with us.
- As our tenants and leaseholders, you are experiencing our service 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 offer you training and support if you feel you need it to get involved, this will be different for everyone
- You can trial any of the engagement opportunities before you commit and if you just want to watch to see what goes on, then that's okay with us.

Why should I get involved?

- Your involvement will directly influence and 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 Leaseholder.
- Getting involved with us is enjoyable and rewarding.
- You may gain new skills, experience, or build on current experience.

How much time will it take?

- There are involvement opportunities to suit every one's lifestyle, regardless of the amount of time you have to spare.
- We consider the timing of all our engagement opportunities as it's in both ours and your best interest that as many people as possible can take part, which means if you are busy during the day, you may be able to 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:

Residentinvolvement@basildon.gov.uk

Visit: [Resident Involvement - get involved and have your say - Basildon](#)