



# Community Participation

*...getting involved*



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A → A



We work with a number of other organisations, groups and agencies to improve neighbourhoods within North East Lincolnshire and to provide a better service to you.

You are an important part of this work. You can identify problems which affect your areas and your involvement helps us to address these concerns and solve problems.

We gather your opinions in different ways;

- postal surveys;
- focus groups;
- public meetings;
- tenant and resident associations;
- website - email.

## Why should I get involved?

We have a duty to involve you and make sure your views are listened to. It is common sense for us to ask the people who have to live with the decisions made, both to have an involvement in that process and to let us know if we get it wrong and how the service could be improved.

You can become involved at various levels and in different ways and have a real influence in making improvements which will affect everyone.

- You can have an input and a say in the services that tenants and residents need, want and appreciate.
- You have a vast knowledge of the matters that affect you and we need to know what they are.
- Opportunity to develop your own skills and knowledge.

“Residents make a real difference, not only to their own communities but to policy development, decision-making and service delivery.”

## How can I get involved?

Effective involvement is about providing a wide variety of opportunities to involve you, at a pace and level that you choose.

We want to give everyone an equal opportunity to take part and we offer a number of methods of participation that allow you and your community to be involved at a number of levels;

- Tenant and Resident Associations
- Borough-Wide Tenants' Assembly - tenant umbrella organisation
- Board membership
- Community Voice
  - Focus Groups
  - Service Review Panels
  - Editorial Panel
  - Emails
  - Questionnaires
- Surgeries
- Consultations

## Tenant and Resident Associations (TARAs)

A Tenant and Resident Association (TARA) is a group of people, living in an area or street, who all have similar issues relating to the housing, community and environment in which they live. TARAs want to make a real difference to their area.

TARAs work to promote the interests of all residents and bring local communities together. They increase community spirit, make sure that people are kept informed about issues which may affect the area in which they live or work and arrange social events to help strengthen the community.

“By working as a group people can have more influence than by working as individuals”

Shoreline and the Borough-Wide Tenants' Assembly encourage and support the introduction of Tenant and Resident Associations throughout its fifteen neighbourhoods. If a neighbourhood chooses to adopt a Tenant and Resident Association, we guarantee we will;

- help keep tenants and residents well informed about the organisation's activities and the decisions taken
- involve tenants at an early stage
- take their views into account
- involve tenants and residents in discussions, influencing direction and taking part in decision making
- encourage tenants to make decisions for themselves.

If you would like more information about TARAs or you would like to know who your local TARA is please telephone the community participation team on 0845 849 2000 option 5 or email [cp@shorelinehp.com](mailto:cp@shorelinehp.com).

## Borough-Wide Tenants' Assembly (BWTA)

The Borough-Wide Tenants' Assembly (BWTA) is an independent body who provide a collective voice for tenants and leaseholders across North East Lincolnshire. We hold both formal and informal consultations with the BWTA on all policy issues which may affect tenants or their representative associations.

We welcome and encourage BWTA representatives to be active members of Shoreline working groups established to develop relevant areas of policy.

We also recognise that as a membership-based organisation the BWTA has a range of organisational and administrative functions, as well as a need to encourage growth and membership renewal, therefore they have a dedicated Tenants' Assembly Support Officer.

You can visit the BWTA at the Shoreline Customer Service Centre, 11-13 Osborne Street, Grimsby or telephone 01472 326471/3.

## Board Membership

The Shoreline Board is made up of 12 unpaid members – an equal number of independent, tenant and councillor representatives.

Tenant Board members are nominated to the Board through the Borough-Wide Tenants' Assembly. The BWTA advertise and interview the Board members, and then they are nominated to the Board for approval.

## Community Voice

Shoreline Community Voice is a neighbourhood sounding board that gives you the opportunity to make suggestions, tell us your views and voice your opinions.

Community Voice allows you to choose the way you want to be involved and what you would like to be involved in.

Everyone can take part as long as you are;

- a current Shoreline tenant or leaseholder
- any home owner, housing association tenant, private tenant and their families living within one of our neighbourhoods.

Through Community Voice you can choose the services you would like to comment on or be involved in and choose how you would like to be involved.

There are many different ways in which you can be involved:

- completing telephone/ postal/ face-to-face surveys
- attending discussion groups
- carrying out surveys
- joining an editorial team looking at Shoreline News, our website and other publications
- commenting on services and proposals via email
- attending conferences, exhibitions and meetings
- mystery shopping
- interactive discussion via our website and email

If you are interested in taking part simply fill in a Community Voice application form available from any of our offices, by telephoning 0845 849 2000 or by visiting [www.shorelinehp.com](http://www.shorelinehp.com).

## Focus Groups

Focus Groups are an ideal way for people to look at specific issues or projects that affect particular areas. We provide resources and support to help focus groups to achieve their objectives.

We currently have:

### **Sheltered scheme focus group**

Representatives from our sheltered schemes meet once a month to discuss issues that affect them.

### **Leaseholders' focus group**

Leaseholder representatives meet every quarter to discuss issues that affect them and what can be done to put them right. They are currently helping to develop the Leaseholders' Handbook.

## Service Review Panels

This is an opportunity for tenants to be involved and take part in reviewing services that we provide, giving service users the opportunity to actually make recommendations and influence service delivery.

## Surgeries and drop-ins

Shoreline employees, ward councillors and partnering agencies hold surgeries and drop-ins right across the neighbourhoods of North East Lincolnshire. This is an opportunity for residents to discuss any housing or community concerns, receive advice and meet other residents.

## Resources to support community participation

We will provide both practical and financial resources to support tenant and resident involvement through;

- dedicated employees;
- a specific budget to support all involvement;
- a training programme for tenants facilitated by the Borough-Wide Tenants' Assembly.

## Consultations

We will continue to consult with all stakeholders in all areas of service delivery when creating Neighbourhood Investment Plans. We will conduct significant consultation that seeks to identify the community's priorities within a given neighbourhood for the Neighbourhood Investment Plans.

We will make sure that we consult all tenants and residents affected by major works and new projects. You will be given the opportunity to discuss and comment on planned work and we are committed to taking account of your comments. Opportunities for consultation may include;

- neighbourhood meetings;
- exhibitions;
- open days and drop-in sessions;
- home visits and door knocking exercises;
- surveys;
- meetings with staff and contractors;
- feedback on consultations.

## Projects / events that have happened as a result of community participation....

1. Creation of Boulevard Gardens Community Garden
2. East Marsh Podium gardening project
3. Fencing project at Whitby Green
4. Harlech Way security gates
5. Increase from 4 TARAs to 12
6. Reviewing of services through Service Review Panel
7. Resident awards event
8. Networking Days
9. Hildyard Street gating project
10. Duncombe Gardens gating project
11. Planning and design of Willing Way project
12. Part of the decision making process within the Neighbourhood Delivery Teams

If you would like more information about community participation or you would like to become involved please contact the community participation team;

By post - Community Participation team  
Shoreline Housing Partnership Ltd  
Devonshire House  
Bull Ring Lane  
Grimsby  
North East Lincolnshire  
DN31 1ES

By telephone - 0845 849 2000 option 5

Via email - [cp@shorelinehp.com](mailto:cp@shorelinehp.com)

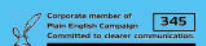
Or visit - [www.shorelinehp.com](http://www.shorelinehp.com)



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