Keniston

Volunteer Induction Handbook

KRP

Keniston Resident Panel

Welcome

Welcome to the Keniston Residents Panel.

The panel is dependent on the support of residents in order to carry out the services we provide to our communities within the Association. You will therefore play a crucial part in helping us to shape the services provided to residents.

We want everyone to be able to have a say in how we manage our properties and tenancies and want to listen to every part of the community. We want equal access, treatment and outcomes for all communities within Keniston's stock.

We hope that you will enjoy your time and gain some experience by being on the panel.

Sue McDonnell
Operations Director
Keniston Housing Association

1. What is Keniston's Resident Panel?

The panel began in May 2011 following a launch at an open day held at the Darrick Wood community centre. We are interested in collecting feedback from all our residents and will come to you for your opinions on our services and specific issues. This could be at a local level for example, about your estate where you live or more strategic such as our policies and procedures which affect all our residents across all our communities.

We want residents to get the best out of our services. You are key to improving them or helping to shape them for the future. We like to think that all our residents have the opportunity to influence the delivery and design of our services.

Keniston staff go out into our communities to listen to residents' experiences on certain issues, such as anti-social behaviour for example. These views will then be fed back to members of the panel for your comments and recommendations.

2. How the panel is set up

Residents are asked their preferences as to what type of involvement activities they would like to be involved in and you will be asked to take part in focus groups, reading activities, surveys etc. depending on what you have indicated your level of interest as.

3. Volunteer agreement

Keniston wishes to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteering experience with us enjoyable and rewarding.

This agreement describes what you can expect from Keniston and the minimum standards of personal and professional conduct we expect from you.

We, Keniston Housing Association, will do our best:

- To provide an induction on the work of the Association, it's staff and your role on the panel.
- To provide a named person who you can contact to discuss any successes or problems.
- To do our best to help you develop your volunteering role with us.
- To reimburse any reasonable 'out of pocket' expenses incurred by you during the course of your work.
- To try to resolve fairly any problems, grievances and difficulties you may have while you volunteer with us.

I, *name of resident,* agree to do my best to:

- Help the panel fulfil its aims and objectives.
- Perform my volunteering role to the best of my ability.
- Follow Keniston's procedures and standards, including health and safety, confidentiality, code of conduct, conflict of interest and equality and diversity in relation to its staff, other volunteers and residents.
- Maintain the confidential information of the organisation and of its residents.
- Meet time commitments agreed to and give reasonable notice so other arrangements can be made when this is not possible.

This agreement is not intended to be legally binding. There is no intention of an employment relationship.

Name: **Date:**

_____ _____

Signed by volunteer

Name: **Date:**

_____ _____

Signed on behalf of Keniston Housing Association

4. Role Descriptions

Completing surveys and questionnaires

You will be asked for your opinion by filling in a simple survey or questionnaire which could by email, post, telephone or internet.

Reading and telephone panel

You can be part of an informal Reading Panel, right from your own home. We would send you different items to read and ask you to respond with your comments and suggestions. Alternatively, we can arrange to telephone you to ask you how you feel about certain services and policies. This would only take about 10 minutes of your time.

Talkback newsletter

Would you like to help produce the residents' Talkback newsletter? You can send in suggestions for articles. The newsletter is produced 3 times a year.

Better Homes, Better Neighbourhoods

This is an initiative to help improve the appearance of estates. Every year we have a budget to spend on ideas which have come from residents. You can join Keniston staff in helping us to prioritise where the money is spent.

Complaints

If a resident is not satisfied with our initial response to a complaint then it can go to a 2nd stage. Here, a panel made up of Keniston's committee members and residents hear all the facts of the case and decide whether the complaint is justified or not and what outcome is required to resolve the complaint.

Focus (Discussion) groups

Focus groups are made up of residents and staff. They come together to discuss particular areas of service and give their opinions. These are one-off groups.

Resident Inspectors

You can telephone other residents to find out their experiences as a Keniston resident. It is thought that residents are likely to give more honest feedback when they know they are talking to a fellow resident.

Estate and scheme inspections

You can get involved in how we provide our cleaning and gardening services to your area. You could take part in joint inspections with staff to make sure that our services are provided to the highest standard.

Management Board membership

They have the responsibility of ensuring that the Association is properly governed and managed, and is financially viable. Residents are welcome to apply for a position on the board when one becomes available.

Contact information

Your main point of contact is **Lynn Russ** Engagement & communications officer, however if she is not available you can contact Sue McDonnell Operations Director.

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