

Resident involvement & community development.

The standard you can expect from us.

We provide opportunities for you to get involved including helping us to improve services that we provide for you in your home and your community. We also support local groups and organisations to create opportunities and activities you need in your community.



Resident involvement

- Show you ways to get involved both with us at BVT and within your local community. This can be online or face to face. You decide how much time you can spare.
- Involve all residents – both tenants and homeowners.
- Consult with you and give you feedback on any decisions we have made that will affect you.
- Make it as easy as possible for as many different residents from different backgrounds and with a mix of interests to talk to us.
- Support and involve young people in what we do.
- Support a residents' scrutiny panel to monitor our performance and help us improve.
- Provide support for volunteers.
- Provide useful training for people who get involved.
- Invite you to take part in activities and discussions and respond to surveys and consultations.



Community development

- Work in partnership with local groups, including Village Councils, to provide activities and events where you live.
- Offer support and advice to existing community groups and to anyone who wants to start up a new community group or initiative.

- Provide community facilities and spaces for local groups to organise activities for their community.
- Welcome new residents and give them information and encouragement to play a part in community life.



How will we make sure we are doing what we say?

- Monitor how many residents are actively engaged.
- Listen to ideas and concerns raised by the community or individuals to design our engagement work.
- Report to senior managers on how many residents have registered for Village Voices and how many residents have been involved with BVT.



How will we share how we are doing with you?

- Provide up-to-date information about how to get involved, and what is going on in our quarterly InView and online newsletters.
- Provide up-to-date information on our website bvt.org.uk
- Share posts on our Facebook page about what is happening where you live. www.facebook.com/bournville.village.trust
- Update local BVT noticeboards monthly with relevant local information.