

Your contact details

Name _____

Address _____

Contact number: _____

Email: _____


Use this box to ask us/tell us any other information.

Please return to the Resident Involvement Team at
Freepost GM48, Grantham, NG31 6PZ or
drop it into any SKDC area office



Getting involved




South Kesteven District Council
STAMFORD • GRANTHAM • BOURNE • THE DEEPINGS

Apologies for the temporary nature of this leaflet but we are in the middle of completely remodelling our opportunities to become involved in helping us monitor and shape the services we provide to you.

Once we have finalised the opportunities we will update our leaflet to reflect these changes.

We, the resident involvement team, are very conscious that your time is precious. We are currently developing numerous ways in which you can participate and get involved, at a level and time commitment that suits you.

Not sure you can help?....of course you can! All views and help are appreciated and valued, even if that means you can only commit to a few minutes a month. We will provide you with training if required, guidance, help and assistance, enabling you to make a real difference.

We will also reimburse agreed travelling expenses, child care and carer costs and, where appropriate, even your meal costs!

We are really committed to delivering great services to you but we can only do that if we know what you, our tenants want.

Please complete the short questionnaire below, indicating which areas of involvement you would be prepared to help with.

Involvement Opportunities

Tick boxes to indicate the areas you would like to receive more information about.

- Surveys by telephone** - We will ask you your opinion and/or feedback on proposals.
- Surveys by email** - We will email you consultations, bulletins, flyers, invitations and other relevant information.
- Text Alert** - We will alert you to news, information, events and consultations posted on the website.

- Estate Inspectors** - This involves a "walk around" with Estate Officers, inspecting the quality of the housing service, estates and the environment, providing feedback and suggestions for improvement.
- Tenants Magazine 'Skyline'** - The magazine is written and produced by tenants and informs tenants of topical issues, consultation and outcomes of previous consultation. It also gives the various tenants groups the opportunity to tell other tenants and residents what they are doing in their neighbourhoods and promote their activities.
- Social Media** - Join us online, receive updates and contribute.
- Consultation Panels** - Groups of tenants and residents who have agreed to receive and complete questionnaires, consultations and other feedback forms. You will not be expected to attend meetings.
- Focus Groups** - Groups of tenants and residents who have agreed to discuss and feedback on specific issues and attend one-off meetings as required.
- Mystery Shoppers** - These are trained tenants who anonymously inspect specific areas of service delivery including repairs, estate management and customer services.
- Service Review Groups (Summer 2013)** - We have two active groups with comprise of both tenants and service managers to work together to monitor, develop and improve the services we provide.
- Scrutiny Panel (Late 2013)** - This is a small group comprising of tenants from the Service review Groups that have been trained and are supported to closely scrutinise very specific areas of our services and report their findings/recommendations to the Council for consideration/comment.

Thank you, now please complete your details on the back page and return it to the Resident Involvement Team at :-
Freepost GM48, Grantham, NG31 6PZ

Let's make a difference, together!