

Barnet Homes Resident Support Group

Aim and Objectives

1. The Barnet Homes Resident Support Group, provides Barnet Homes residents with the opportunity to be actively involved and take part in helping Barnet Homes improve its housing services, through a range of involvement and consultation activities
2. Residents will receive invitations to take part in although not limited to;
 - Attending housing related Focus Groups to provide feedback on the services they receive
 - Take part in mystery shopping exercises
 - Take part in telephone surveys
 - Receive training to appoint new contractors
 - Attending housing related meetings
 - Providing feedback on our strategies and policies
3. The Barnet Homes Resident Board works alongside the Resident Support Group, seeking resident feedback on Barnet Homes services and areas where Group identify areas where there is room for improvement if housing services
4. Members of the Resident Support Group will receive regular email communication from The Barnet Groups Community Engagement Team, inviting them to take part in its involvement opportunities
5. As recognition for their involvement, in some cases residents will be incentivised with high street shopping vouchers to the value of between £20 to £30. Further details of this *is set out within the groups Customer Expenses and Incentives Policy*

Equality, Diversity and Inclusion

Barnet Homes welcomes the different points of views from residents and we aim to encourage a diverse group of residents who are representative of the community we serve to be actively involved in the Resident Support Group regardless of age, disability, gender or gender identity, ethnic origin or race, religion or belief, and sexual orientation.

We understand that some residents may, due to the nature of their disability, find it difficult to engage with us or access our services. We aim to ensure that all residents are provided with equal opportunities, and to that end we strive to comply with the requirements of the Equality Act 2010.

Should any member of the Resident Support Group have a disability and require a particular adjustment to be made to allow them to fully participate or engage with us, we encourage them to make it known to us so that we can consider your request, discuss your requirements with you, and reach an agreement.