

A GUIDE

to Combating Barriers to Resident Involvement



This Document has been Read and Approved by the
Tenants Editorial Panel

We use the term 'resident' to describe anyone living in one of our homes or receiving one of our services. This includes tenants, leaseholders and shared owners.



Combating Barriers to Resident Involvement

At Cosmopolitan we see Resident Involvement as valuable to the organisation, and therefore would encourage any resident who has some spare time, to get involved. Your involvement will help us to improve our services and ensure those services suit residents needs. However staff and residents have identified potential barriers for residents to get involved. Therefore this leaflet has been designed to let you know what we can do to help breakdown those barriers.

This table outlines the barriers residents may face and what action we can take to help.

Potential Barriers	Group That Barrier May Affect	How We Can Help Breakdown the Barrier
Culture/ Religion	Mixed Faith Communities	Use external agencies /partners. Where applicable hold single sex meetings. Educate and raise awareness to all. Promote direct training programmes. Hold events to actively engage on days which are not religious or where there is a religious festival. Promote Equality and Diversity wherever possible. Ensure refreshments reflect the cultural needs of residents.
Language	Black Minority and Ethnic (BME)	Promote Language Line. Use Plain English and avoid jargon. Promote information in translation. Provide interpretation for events/meetings/one to one interviews. Promote Equality and Diversity wherever possible.

Physical or Mental Health Issues	All Residents/ Residents with Disabilities	Hold meetings during the day. Offer transport. Provide accessible venues. Offer alternative ways of communicating. Provide one to one meetings. Provide expenses for carers when assisting residents in involvement. Use external agencies or partners to assist residents in involvement. Educate and raise awareness to all.
Sensory Impairment	Any resident who is visually or hearing impaired	Provide information in Braille/Audio on request. Provide venues with loop systems to enable residents to get involved. Engage with external agencies or partners to assist any resident who wishes to get involved. Provide level access venues.
Employed	Any resident who is in employment	Provide alternative ways of communicating. Hold meetings at alternative times of day i.e. evenings.
Low Income	Any resident on low wage/ benefits	Offer expenses/Incentives to get involved.
Carers Responsibility	Anyone	Expenses
Carers	Any resident who cares for someone	Childcare expenses. Carer expenses minimum wage. Travel expenses.
Sexuality/ Gender	Any group affected by prejudice	Educate and raise awareness for all. Offer one to one meetings/advice.



Geographic area	Any group/ resident living in remote areas or small isolated properties	Provide transport/expenses to and from meetings. Offer alternative ways of communicating. Offer one to one meetings/advice. Staff will engage through Road Shows.
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If you feel that you are affected by any of the above barriers, and would like to get involved in improving our services please contact the Resident Involvement Team on **0151 224 0204** or email: getinvolved@cosmopolitanhousing.co.uk

This document is available translated into your own language and in large print, braille and audio tape on request.

यह दस्तावेज आपकी भाषा में अनूदित रूप में भी उपलब्ध है। विवरण के लिए कृपया इस कार्यालय से उपलब्ध "हमारी सेवा पुस्तिकाओं की गाइड" प्रकाशन देखें।

ਇਸ ਦਸਤਾਵੇਜ਼ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਉਪਲਬਧ ਹੈ। ਵੇਰਵਿਆਂ ਲਈ ਦੋਖੇ ਪ੍ਰਕਾਸ਼ਨ "ਸਾਡੇ ਸੇਵਾ ਲੀਫਲੈਟਾਂ ਸੰਬੰਧੀ ਗਾਈਡ", ਜੋ ਇਸ ਦਫਤਰ ਤੋਂ ਮਿਲ ਸਕਦੀ ਹੈ।

یہ دستاویز آپ کی زبان میں ترجمہ شدہ شکل میں بھی دستیاب ہے۔ کتابچہ بعنوان "ہمیں پرچے برائے ہماری خدمات" (گائڈ ٹو اور سروس لیفلٹس) دیکھیں

هذا المستند متوفر أيضا مترجماً إلى لغتك،
للمزيد من التفصيل برجاء الإطلاع على نشرة " دليل خدماتنا "
المتوفر مرع هذا المكتب

এই ডকুমেন্টটি /লেখাটি আপনার নিজের ভাষায় অনূদিত পাওয়া যাবে, 'গাইড টু আওয়ার সার্ভিস লিফলেটস'
(আমাদের পরিষেবা পত্রিকার নির্দেশিকা) প্রকাশনা দেখুন, কিশা বিবরণের জন্য, যা এই অফিসে পাওয়া যাচ্ছে।

這份資料冊已有中文譯本，請參閱《我們的服務 介紹資料冊指引》，
請向我們 辦公室詢問這份 摺 之詳情。

Waxaad kalood heli kataa dukumeentigani oo ku qoran luqaddaada, fadlan waxaad eegtaa "Kaalayaha xaashida adeegyadana" oo laga heli karo xafiskani.

Ky dokument është poashtu i përkthyer në gjuhën tuaj, ju lutemi shikoni botimin "Udhëzime për shërbimet tona në fletpalosjet", që mund t'i gjeni në këtë zyrë, për të dhëna.



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Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.