

A GUIDE

to

Combating Barriers to Resident Involvement



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

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	Arrange Home visits 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. Arrange Home visits
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. Arrange Home visits
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.

The Association is now available on Facebook which can be accessed via: www.cosmopolitanhousing.co.uk

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

If you wish to have this document translated into your chosen language, please tick the relevant box below and return to Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

This document is available in large print, Braille and audio tape on request.

<p>إذا لڊك الرغبة في الحصول على هذه الوثيقة مترجمة إلى اللغة التي تختارها، أرجو أن تضع علامة على الصندوق وترجعه إلى هيئة إسكان كوسموبولتان. Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.</p> <p><input type="checkbox"/> (Arabic)</p>
<p>如果您想把这份文件翻译成中文，请在空格内划✓，然后把传单寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY</p> <p><input type="checkbox"/> (Chinese – Simplified)</p>
<p>如果您想把這份文件翻譯成中文，請在空格內劃✓，然後把傳單寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY</p> <p><input type="checkbox"/> (Chinese – Traditional)</p>
<p>ئەگەر هەزەردە گەیت ئەم دۆکیومێنتەت بۆ سەر زماڤی خۆت بۆ وەرگرتد، ئێوە تەوا تگایە نیشانی ✓ لە وەرگرتووە بەدووی بێگەرێتووە بۆ (کۆمەڵەی کۆسپۆلیتان بۆ خانووبەره) بۆ ئەم ناوینشانە: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY</p> <p><input type="checkbox"/> (Kurdish)</p>
<p>Jeśli chciałby Państwo otrzymać tłumaczenie tego dokumentu w wybranym języku, prosimy odhaczyć okienko i odesłać do: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.</p> <p><input type="checkbox"/> (Polish)</p>
<p>Haddii aad jeclaan laheyd in documentigan luqad aad dooratay lagu soo turjumo, fadlan sax sanduuqa oo u soo celi hey'adda guriiyenta ah ee Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.</p> <p><input type="checkbox"/> (Somali)</p>
<p>Bu belgenin seçtiğiniz dile tercüme edilmesini arzu ediyorsanız, lütfen kutuyu işaretleyin ve Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY adresine geri gönderin.</p> <p><input type="checkbox"/> (Turkish)</p>

Please be aware that Cosmopolitan Housing Association may record any incoming or outgoing telephone calls as part of our commitment to providing excellent customer service.



Cosmopolitan House, 2 Marybone, Liverpool L3 2BY,
Telephone: 0151 227 3716 Fax: 0151 227 4991
www.cosmopolitanhousing.co.uk

Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.

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