

You don't need to fill in a form to tell us what you think, remember you can also phone, email or tell us in person. But if you'd like to use this form, please return it to the address below by hand or in the prepaid envelope supplied.



Calico Housing Ltd,  
Centenary Court,  
Croft Street Burnley,  
Lancashire  
BB11 2ED  
[www.calicohousing.co.uk/getinvolved](http://www.calicohousing.co.uk/getinvolved)

### How we can help you

We know that sometimes there are things that might make it a little more difficult for you to join in. We can help you with:

- Interpreters and translators
- Transport and childcare
- Disabled access
- Hearing loops
- Documents and presentations written in Plain English and large print
- Documents available in various languages, Braille and audio (by request)



Make a real difference to your neighbourhood and the people who live there

Remember, you don't need any qualifications or special skills to join in – everyone else is just like you.



### Keeping up to date

We understand that you will want to know what happened as a result of your valuable input. Everyone who is involved is contacted directly with the outcomes, and we publish highlights for all customers to read in our community magazine, **Bolt**, which is also written and edited with Calico customers.

We also welcome any new suggestions about how you would like to be involved. Simply contact the Community Involvement team for an informal chat.

**A** If we needed was money.

**B** ecause we wanted to help the community.

**C** alico helped us with this.

The ABC Fund can help your community with activities and events. It's as simple as ABC!

To apply for up to £300 a year, simply ask for an application form.

### Our Service Standards

We will ensure you are given every possible opportunity to influence what we do and how we do it. The following service standards explain how.

#### We will: -

- Consult you on any changes which affect services we provide to you and your home, and welcome your suggestions for improvement
- Support you to be at the heart of the decision making process when reviewing the way we deliver our services
- Consider your views and give you a full explanation if, for any reason, we are not able to carry out your wishes
- Offer a variety of ways for you to be involved, at a level and time to suit you
- Ensure you are not out-of-pocket when you take part in involvement activities, for example by providing travel costs and help with childcare etc
- Actively encourage and provide support to community groups
- Have a minimum of one-third of our Board made up of tenants
- Explore new ways to involve hard-to-reach groups, such as young people, single parents and minority ethnic groups
- Provide opportunities to help you develop your skills, knowledge and confidence
- Review our Customer Involvement Strategy and Involvement Statement annually
- Be proactive and innovative, going into local areas to work with the community and other agencies
- Share information about the difference your involvement makes through our community magazine, Bolt
- Provide information in any other language or format you need and request, to enable you to be involved
- Hold an annual Customer Conference event to enable you to shape what goes into our service plans

We have also worked with customers to develop an Involvement Strategy for 2008-11. This sets out how we will improve the service to ensure your involvement is effective and inclusive. Copies are available on request, and from our website.



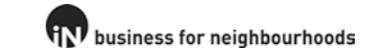
Calico Housing Ltd, Centenary Court,  
Croft Street, Burnley, BB11 2ED  
Office open: Monday to Friday 9am - 5pm  
Saturday 9am -12:30pm

Phone: 0800 169 2407  
Website: [www.calicohousing.co.uk/getinvolved](http://www.calicohousing.co.uk/getinvolved)  
Email: [contact@calicohousing.co.uk](mailto:contact@calicohousing.co.uk)

Translations are available on request, please call the Freephone number above.

# Playing your part

How Calico can help you get involved in the community



"I believe the only way to help is to work alongside Calico; air your views and things will change."  
David Hirst, Calico customer



Informacja w języku polskim pod numerem 0800169 2407  
অনুবন্ধ সাপেক্ষে অনুবাদের ব্যবস্থা করা হয়। ফ্রী ফোন নাম্বার ০৮০০১৬৯ ২৪০৭  
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This document is available in large print

# Community Involvement

## “What’s in it for me?”

Actually, being involved in the community brings lots of rewards:

- You can make a real difference to your neighbourhood and the people who live there
- You can influence the services you receive from Calico
- It’s a great opportunity to meet new people
- It’s also a chance for you to develop your own skills

We all want to live in decent homes and pleasant neighbourhoods. We’re committed to listening to you, and working with you - constantly improving Calico’s services to meet your needs.

*There are lots of ways in which you can help us do this. This booklet will give you an idea of just some of the options that are available, and the ways that we can help.*

We have a dedicated Community Involvement team who make sure our customers can play their part. The team work with Calico staff, local community groups and other organisations to make sure you can influence the way services are delivered.

We’re also working hard to engage everyone, especially young people, families, and people from black and minority ethnic communities. We believe it is important to take a representative range of views into account when making decisions.

## Your choice

So even if you don’t have much time to spare, it’s not a problem. We believe you should have every chance to give your opinions when and where it suits you - and as many ways as possible for you to get involved.

## If you’re interested:

give us a call on **FREEPHONE 0800 169 2407**; or return the attached form to us, (either by post or by handing in to our staff); or complete the form online at [www.calicohousing.co.uk/getinvolved](http://www.calicohousing.co.uk/getinvolved)



Make new friends and be a part of change for the better.

Here are some ideas to get you started.  
Each activity gives a rating to show how much time they might take.

## Quick & Easy

**E-mail** – keep up to date and share your views to help Calico improve in a quick and convenient way. Our new Gas Policy was reviewed by the e-mail group.

**Mailing list** – We can send you information through the post and use your feedback to help us tailor our services. Throughout the year we carry out surveys on a variety of subjects.

**Phone/text** – Add your number to our database to get involved by phone. Our Land Disposal Policy was written with the help residents who gave their experiences by phone.

**Local Drop-in** - Call in at a session where we share relevant information in the community. Our popular improvement programme roadshows help residents see what’s in store for their homes in the near future.

**Mail Mike** - Got an idea to improve Calico’s performance or customer satisfaction? Tell our Chief Exec, Michael Birkett yourself. Call **0800 169 2407** to leave your suggestion, or email [mailmike@calicohousing.co.uk](mailto:mailmike@calicohousing.co.uk). Awards are regularly made for the best suggestions.

## A little more time

**Discussion groups** – Covering a particular topic or an area of Calico’s services. These can be one-off sessions which aim to gain a better understanding of attitudes and opinions. Our recent gender workshop helped us establish a new scheme to ensure equality at Calico.

**Neighbourhood Action Teams** – We have 8 teams across Burnley and Padiham. Take part in a monthly estate inspection or get involved with organising community events. Make new friends and be a part of change for the better.



Get involved with organising community events or projects that cover a range of topics

## More Involved

**Project groups** - Come together on a regular basis to discuss and develop a specific project. Projects cover a range of topics from the way we communicate with the community (The Calico News Team) to events planning.

**Forums** - Regular themed discussion groups. Our Senior Forum works for older residents, and the Disability Forum, looks at the issues that affect people with disabilities.

**Scrutinise our Services** - work as an inspector to monitor, and review our services, then make suggestions for improvements.

**The Lancashire Housing Partnership Steering Group** - help us get the most out of major improvement programmes for homes across the region. (A commitment of two days per month.)

**Tenant Board Member** - have a direct say in decision-making at a strategic level by getting elected onto Calico’s Board of Management. (One third of our Board are tenants.)

## You might also be interested in...

### Joining your local community group

There are lots of voluntary groups in the community and we can help you find your nearest. Most work to improve the local area, bring residents together and represent the community.

We are also keen to support local groups by offering help and advice. If you’d like to set up a new group, why not give us a call?

### Customer Training

Whether you want to become more involved in local decisions affecting your neighbourhood - or improve your employment prospects - new skills can help you feel valued and make the difference.

Whether you require a short, informal course, or an accredited training programme, we can help you identify training to meet your needs. Where the request meets our funding criteria and is within our budget we can also help pay for the training. Contact us for more details on opportunities available and how to apply.

### Membership of Calico

Help improve the future of the company. Become a member and you can:

- Help Calico grow and become more successful
- Attend and vote at general meetings.
- Receive copies of Calico’s Annual Report and Accounts.



Gain a better understanding of attitudes and opinions.

## Want to get involved?

Simply fill in the form below and return it to us.

We will add you to our Involvement database and contact you when something you are interested in arises.

### Types of involvement:

#### Quick & Easy

- E-mail
- Mailing List
- Phone/Text
- Local Drop-In
- Mail Mike

#### A little more time

- Discussion
- Neighbourhood Action Teams

#### More Involved

- Project Group
- Forum
- Lancs Housing
- Inspector
- Tenant Board Member

### Subjects of interest:

- Repairs and Home Improvements
- Anti Social Behaviour
- Lettings
- Neighbourhood Action & Regeneration
- Younger People
- Families
- Black & Minority Ethnic People
- News Team & Publications
- Customer Conference and Events
- Senior Forum (services for older people)
- Services for Disabled People
- Rents & Value for Money

### Would you like to receive anymore information of the following?

- Training
- Membership of Calico
- Tenant & Resident / Community Groups in your area
- ABC ('Activities Based in the Community' Fund)
- Involvement Strategy 2008 - 2011

## Personal Information

Name: .....

Address: .....

Postcode: .....

Telephone: .....

Email Address: .....

Male  Female

Date of Birth: .....

### Ethnic Group

- White British
- White Irish
- Other White
- Asian / Asian
- British
- Indian
- Pakistani
- Bangladeshi
- Other Asian
- Caribbean
- African
- Other Black
- Chinese
- Polish
- Other: .....

### Please specify if you have any special needs?

Please return this form to:  
Community Involvement Team,  
Calico Housing, Centenary Court,  
Croft St, Burnley BB1 2ED.