

# Getting Involved

## Your Options

2017/20

From here you can see customer  
engagement all over Scotland!



# Contents

Hanover Scotland is very proud that the cartoons in this document have been drawn by Tony Husband. Tony's cartoons have appeared in many newspapers, magazines, books and websites, and in several TV and theatrical productions. They include Private Eye, The Times, Punch, The Sunday Express, The Spectator and The Sun. He has won more than 15 major awards, including the Pont Award for depicting the British way of life. 'Yobs' which he draws for Private Eye, is one of the best-known comic-strips in Britain. In the 1980s, he co-devised and edited 'Oink!', a popular children's comic, and its TV spin-off, 'Round The Bend', for Hat Trick Productions. Tony has written a very moving illustrated book about his families journey through his Fathers dementia called 'Take Care Son'.

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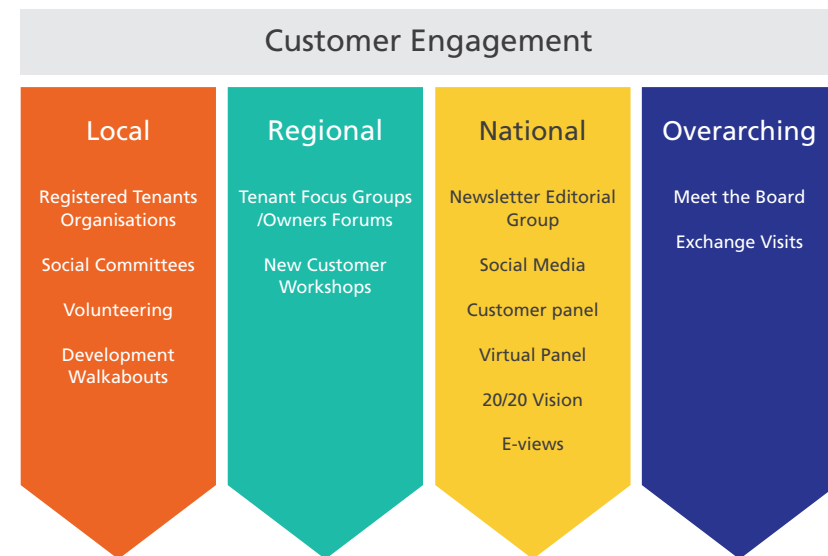
# Introduction

Everyone can get involved with Hanover Scotland. Our range of customer involvement opportunities mean that no matter how little or how much a customer wants to help in shaping Hanover, the opportunities are there. Support is available for anybody who would like to take part but feel they may need a bit of help. Some activities can even be undertaken without leaving the comfort of your living room. From getting involved on a national level to development based social activities there's a way for everyone to influence the way Hanover delivers services to you.

This booklet describes the current opportunities available, however it isn't an exhaustive list and we welcome any ideas you have for involvement opportunities.

## Different levels of engagement

Throughout this document each activity is colour coded to distinguish between local, regional and national activities. The following diagram indicates the types of activities involved at each level:



Customers refers to anyone who receives a service from Hanover including tenants, owners and proprietors. All the options in this document are available to all customers unless a specific group is referred to e.g. Tenant Focus Groups and Owners Forums.



## Registered Tenants Organisations (RTOs)

RTOs are formal tenant groups that are usually development based and represent each members housing and related interests. To form an RTO a group has to meet certain statutory criteria and apply to Hanover to become registered. We can assist interested tenants with this process.

## Grapevine Newsletter Editorial Group

The Grapevine is Hanover's residents' newsletter. A group of residents and staff form the editorial panel for the Grapevine and prior to every edition being published have a meeting to decide on the content of the newsletter. If you would like to be part of the editorial panel or submit a contribution or make comments for future editions, please contact our Communications team on 0131 5577437

contact our  
team on:  
01315577437

# Tenant Focus Groups/ Owners Forums

Tenants' Focus Group meetings take place twice a year in Hanover's three geographical locations of Scotland (North, East and West). These are an opportunity for Registered Tenants' Organisations and any interested tenants to come together to discuss Hanover's housing and support services, and to contribute items to the meeting agenda. Members of staff present on items such as repairs or new policies and open discussion takes place around future service changes. To try to ensure maximum accessibility meetings are held at different developments across Scotland, and where requested help is provided with transport. Meetings are very well attended and as well as getting the opportunity to visit other developments, residents usually make the most of networking with those from other areas.

**For more information and a list of future meetings please contact the Performance Team.**



Owners Forums are also an opportunity for owners, proprietors and sharing owners to come together to discuss the services received from Hanover. The Forums are held on a regional basis. Staff are available to answer any questions and to discuss service improvements.

# Social media

Hanover utilises every form of Social Media to encourage customers to connect with us and with each other, not least because we realise the importance of connecting with people to reduce social isolation. There is a corporate Facebook site and also a twitter site where breaking news both about Hanover and the wider housing sector in Scotland is posted. We also have a LinkedIn site, another social media site similar to Facebook



## Hanover Blether

Hanover Blether is a Facebook group that was the idea of a customer and was set up in July 2016 as a two-way communication and engagement tool for customers and those representing them to get in touch with other customers. It is not a place for reporting issues, these should still be reported in the usual way.

Hanover Blether is a customer led forum and many people from all over Scotland are engaging with each other and sharing experiences.

Please join and join in the blether. If anyone would like help on how to use social media or any other modern technology please contact the Performance Team.

# Social Committees

Social committees are very popular on many Hanover developments. These are set-up and run by residents to organise social events and outings for their developments. Lunch clubs, coffee mornings, canal trips, keep fit classes, computer courses and coach holidays, to name but a few, Hanover developments across the country have these activities and many more going on.

A directory of what's on and where is available, to give people ideas of what they can do and to put them in touch with those involved in social committees who can offer advice. On some smaller developments residents have joined forces with neighbouring sites to form committees.

Social Committees are completely independent of Hanover, however if any development requires assistance in setting up just contact the Performance Team and we will try to help anyway we can.



## Volunteering

Volunteering is a Hanover service that aims to make a positive difference to our customers' lives as well as the wider community. This will help to combat isolation and social exclusion, issues that disproportionately affect older people.



We will be encouraging customers to volunteer in their developments and local communities, and will also be working with Hanover staff to help provide customer focused volunteering opportunities. The Volunteer Coordinator, will discuss with interested customers their particular requirements, and where requested, will assist with arranging volunteers within developments from local communities and voluntary organisations. They will also build up a comprehensive database of the full range of social activities that customers participate in at our developments and ensure that this information is widely available.

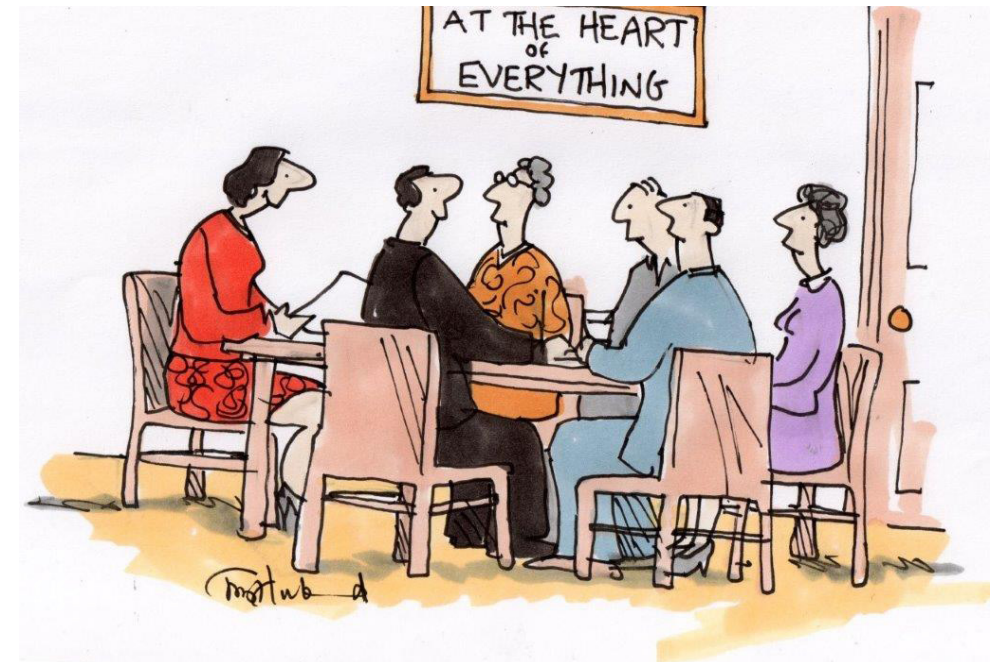
Anyone interested in either being a volunteer or in having volunteer assistance at their development should contact the Performance Team.



# Customer Panel & Virtual Panel

Anyone can get involved in customer engagement at a national level. A customer panel called Hanover Heart provides the opportunity for customers to work together with staff to consider how Hanover services are delivered and make recommendations for change or improvement. These recommendations will feed into the Chief Officers and Board team. A selection process and full, independent training is required for customers who would like to be part of Hanover Heart. Meetings take place at accessible venues and, to maximise customer involvement, modern conference technologies can be used where necessary.

The Virtual Panel will be an advisory group to the Customer Panel for those who do not wish to attend Customer Panel meetings. This is where any findings, documentation and information could be sent to a person for their comments. People could take part without leaving home!



Anyone interested in more information or who would like to volunteer to be part of the Customer or Virtual Panels contact the Performance Team.





## 20/20 Vision

Communication Documents need to be easy to read and communicate a clear message. Customer Documents should be:

- Short and Simple
- Easy to read and understand
- Customer friendly

The 20/20 Vision group will be a forum for customers and staff to review customer documents and ensure that they are easy to read and understand. The 20/20 Vision stamp of approval will go on all documents approved by the group. Full training will be given but members won't need to leave home to give their opinions on documents.

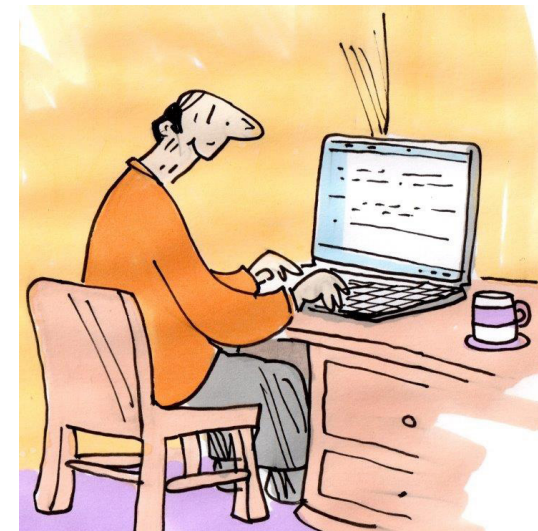
To be part of this group please contact the Performance Team.

## E-Views

Everyone can give their views on Hanover services or recommend service improvement via our online tool E-Views. By registering on E-Views you will be able to share your opinion and points of view, speak your mind and be listened to. E-Views will be a dedicated feedback service to enable us to take customers views into account when shaping our services.

The site will be updated regularly and we will ask for feedback on certain topics. There will also be regular online polls and surveys on the topics raised as well as a chance to raise questions of your own.

As this is an internet site you can access it 24 hours a day seven days a week. If you want assistance on using the internet contact the Performance Team.



Join the E-Views  
community at  
[www.hanover.scot](http://www.hanover.scot)

# Development Walkabouts

You can volunteer to do a development 'walkabout'. In conjunction with staff 'walkabouts' of developments will be scheduled twice a year and customer volunteers will look around their development, giving their views on any communal repairs which have been undertaken, reporting any new repairs, looking at the landscaping standard and making recommendations for any improvements. A selection process and full supportive training will be required for those interested in taking part.

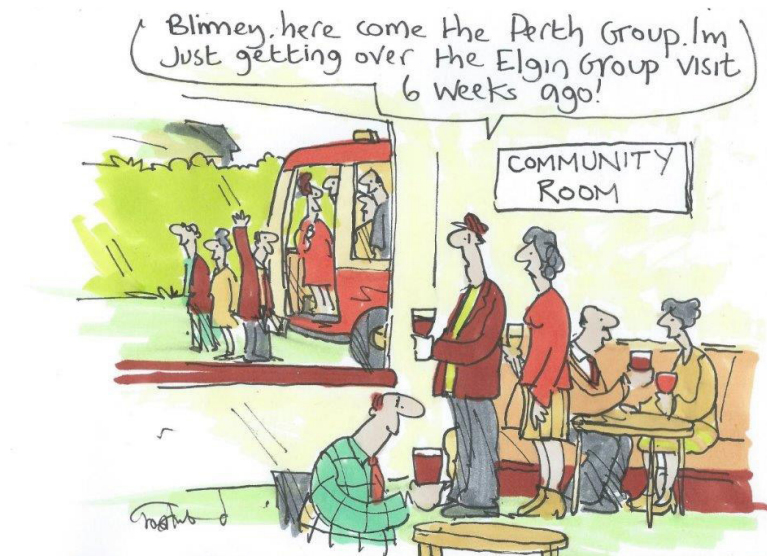
Residents' will report their findings to their Housing Officer and/or Maintenance Officer. The Housing Officer will feedback the outcomes of the report card to the residents at each involved development, along with any planned or completed work.



# Tenants Conference

## Exchange Visits

Groups of residents from developments who want to meet other social committees around the country will be helped to do so. This would be an opportunity for interested residents to see what goes on in other areas, swap ideas and see new areas of the country. Hanover would assist with these trips by, for example, seeking funding. Small grants are available from various charities for transport and Hanover would assist in the completion of grant applications for this or any other grant funding application. Contact the Performance Team for more details.



## Rent Consultation & Tenants' Conference

Every year when the new rent and service charges are discussed we consult with all tenants about any proposed change. Over the next three years we will work with tenants to improve the way this consultation is undertaken. We will make sure that as many views as possible are taken into account using the other involvement opportunities mentioned in this document.

Every two years we hold a Tenants' Conference open to all tenants. These Conferences have been a great success and they will carry on over the 3 years of this strategy. The Conferences are held in a central location and tenants from across Scotland attend and exchange ideas and have fun. Interesting workshops take place and it is a chance for people from all different developments to meet and gain new friends.

We will welcome ideas about what to include at the next conference. You can get in touch using any of the methods in this document.



# Meet the Board

Members of the Board will visit developments in each area of the country on at least an annual basis. Residents will have the opportunity to meet Board Members at these visits which will be publicised well in advance.

Board Members will endeavour to attend as many Focus Groups and Owners Forums as possible to meet residents.

E-views can also be used to pose any question you may have to the Board. We will ensure these questions are passed on for response.

## Contact us

Performance Team:  
Tel: 0131 557 7469  
Email: [CustEngage@hanover.scot](mailto:CustEngage@hanover.scot)

Communication Team:  
Tel: 0131 557 7437  
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Hanover Website:  
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To see what else is going on, visit our website:

**[www.hanover.scot](http://www.hanover.scot)**

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