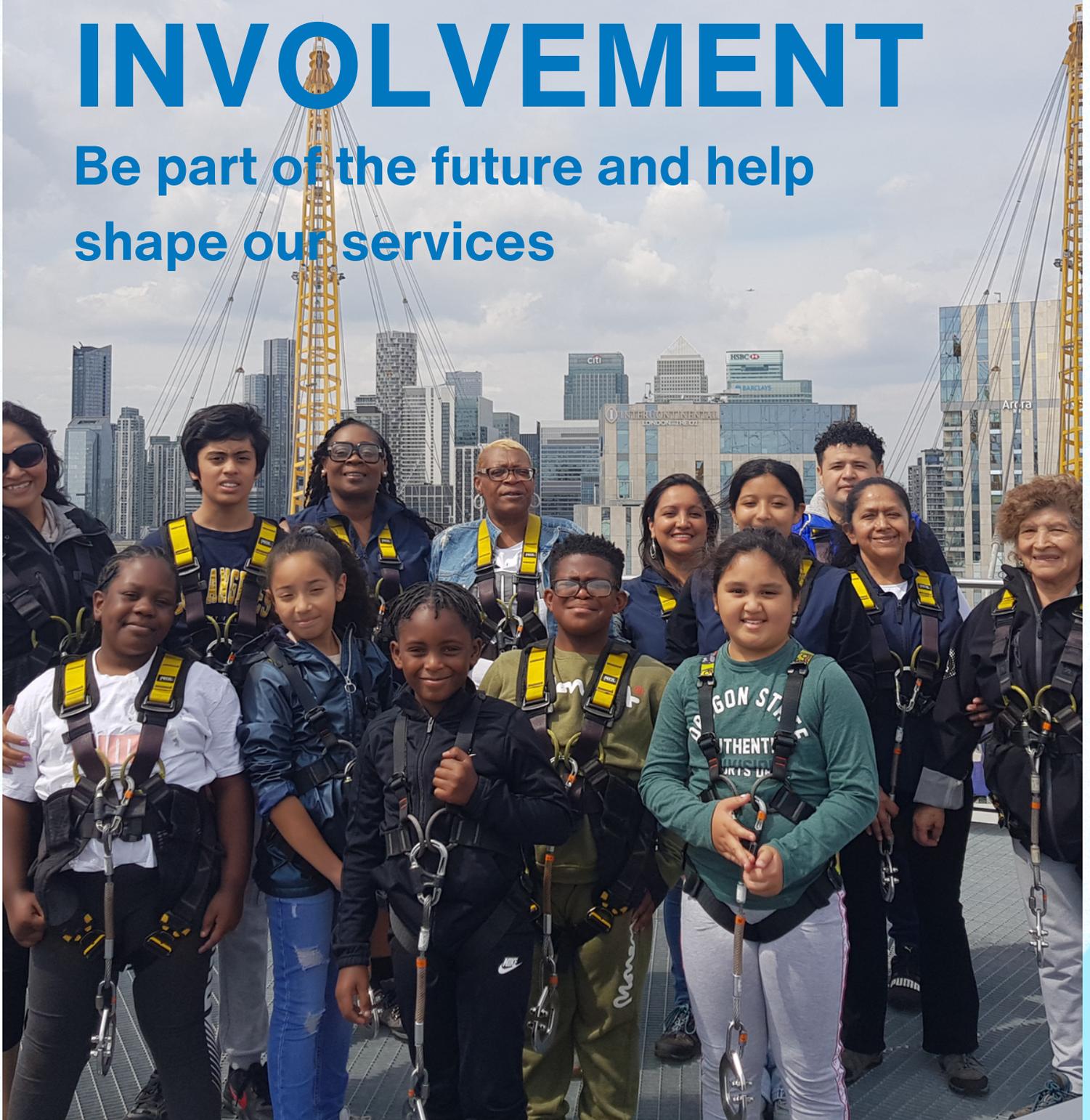


MENU OF INVOLVEMENT

Be part of the future and help shape our services



Keeping It **Local**



HAVE YOUR SAY AND GET INVOLVED!

SW9's Menu of Involvement is our guide for you to see all of the opportunities we are currently running and how you can Get Involved. It will include all the information you need to know about what we have to offer.

If you are interested in any of the opportunities, do not hesitate to contact us!



All sessions are free for SW9 residents and you may register on as many engagement opportunities as you wish.

All we ask from you is your time and commitment.

Reservations will be made on a first come first serve basis.



THE SW9 IMPROVEMENT PANEL

Your chance to work in partnership with SW9 and influencing positive change by making sure we continue to provide excellent services.

As an organisation that prides itself on customer service, we seek to appoint Panel Members who are enthusiastic, care about where they live and want to work with us to improve services for all our residents.

The objectives of the Improvement Panel are:

- To look at services in detail.
- To challenge and ask meaningful questions.
- To monitor and make suggestions for improvements.
- To work in partnership with SW9 and make positive change for the wider community.

There are plenty of reasons why you might want to volunteer to join the Improvement Panel; these include but are not limited to:

- Free training and development opportunities, e.g., project management and attending conferences.
- Gaining in-depth insight into how a social housing provider works.
- Learning new skills and meeting new people.
- Influencing real change for SW9 residents.

SW9 needs You!
Join the Improvement Panel
today!



RESIDENTS' ASSOCIATIONS

At SW9 we are committed in providing a high quality of service to you. To achieve this, we need to know that residents' needs and expectations are being heard and, where possible, acted upon. One way of achieving this is through improved communications between you and us through Residents' Associations.

What is a Resident Association?

A Residents' Association (RA) is a group of people living in an area, a block or street who have come together to take up issues of common concern in relation to their housing, their community and their general environment.

Why start a Resident Association?

A collective voice is a powerful voice. Being united with other people who share your living environment means that you have the opportunity to influence and shape the quality of service to your local community and improve quality of life.

Groups of residents might start a RA for the following reasons:

- To campaign for something positive.
- To campaign against something or to acquire improved services.
- To give the community a greater voice than you would have as an individual.
- To create a better sense of community in your area.
- To keep residents informed of what's happening in your neighbourhood.



BLOCK AND STREET CHAMPIONS

SW9 Block and Street Champions are the eyes and ears for the area in which they live. Champions will inspect the block/area they live in and report any issues such as communal repairs, cleanliness, graffiti, or any other concerns they may have to SW9 Community Housing.

Champions will be representative of the street property or block they live in. As such, people may come to them with communal issues which can be reported on their behalf.

Champions are a huge asset to the area in which they live in because they are in the best position to know what the issues are in the community. They will have a better idea of how to make improvements that result in a better place for everyone to live.

Some of the duties of an SW9 Block or Street Champion may include:

- Taking part in estate inspections.
- Reporting any communal repairs.
- Reporting any issues or concerns.
- Suggestions on improvements to blocks/streets, the local community and surrounding area.
- Identifying neighbourhood improvements that could be made.
- Providing feedback on contractors.
- Continually improving resident/leaseholder and landlord/managing agent relationship.
- Acting as a sounding board for new projects and pilots.
- Liaising with other residents/leaseholders.
- Carrying out surveys within your block/neighbourhood to gain feedback.



EDUCATIONAL AND EMPLOYMENT GRANTS



SW9 can award up to £300 for each claim to residents and family members living in our homes.

Funding for further education can be used to help pay towards:

- The cost of a course.
- Exam fees.
- Registration (including professional).
- Equipment/Books.
- Travel

Funding for employability can help towards:

- Clothes to attend an interview.
- Professional licences to gain employment, such as the SIA Security Licence.
- Skilled courses such as 18th Edition.
- Equipment for specialist/skilled jobs such as construction.
- Travel for interviews



EMPLOYMENT PROGRAMME

A pair of programmes which is presented in partnership with Resurgo, for residents aged 16 and over, to find employment and education opportunities.

The programmes also provide networking opportunities, can help towards boosting confidence and offer an opportunity to learn the essential skills needed to enter or re-enter the job-market.

The programmes are:

The Spear Programme for Young Persons aged 16-24.
This programme supports young people to get into and succeed in long-term employment.

The Re-Work Programme for Adults 18 +.
An interactive programme helping anyone to re-enter the workplace with confidence and with new skills.



DIGITAL INCLUSION SCHEME



Need help to get online? Need a laptop? SW9's RISE programme has laptops and data Wi-Fi which we can offer to our residents who meet our eligibility criteria.

This is to support residents and their families to get online, work from home, look for employment, carry out schoolwork and keep in touch with families and friends.



RESIDENTS ASSEMBLE!

We are currently working on a new initiative to get quick fire feedback from residents on various aspects of the services we provide to you.

To do this we are looking to recruit a small team of residents who are available to take the occasional phone call or fill in short surveys.

These could be on subjects ranging from elements of the repairs service to what activities you would like to see happen during the summer, and anything in between!

MEETING RESIDENTS

There are a number of ways in which we meet our residents and have been adapted to best serve your needs.

Our Repairs & Estate Services Teams will contact you via our website, on social media and individual poster displays, to join them for an informal conversation on services deliveries and communal areas. These sessions are around an hour and a half; there's no need to book.

Our Estate Services Team conduct monthly Block Inspections and invite you to join them at designated meeting areas. The inspections allow the opportunity for you to inform us about health and safety issues, anti social behaviour or any other concerns you may have about your individual block and surrounding areas.

If you would like a Block Meeting for your individual block or street, please contact us and we can arrange for this to happen.



RESIDENT COMMUNICATIONS PANEL



We often need to create documents, leaflets and other information to let you know how best to access our services. It is important that everything produced is easy to read and is accessible to all.

If you have an eye for detail and know how to get messages across, this is a great opportunity to get involved. Contact us at getinvolved@sw9.org.uk for more details.

FURTHER OPPORTUNITIES

We run activities and events throughout the year including during Easter and the Festive Season. Please look out for promotions on our noticeboards, our website and our social media platforms to find out more.



THE COMMUNITY TRUST



The Community Trust is a community centre based on Aytoun Place, offering a range of community support services, programmes, events and other amazing opportunities for local residents, including:

- The Community Cafe & Drop-In Centre - open every day and offering affordable meals, hot drinks, internet access and advice.
- A Food Bank service available on Tuesdays and Saturdays.
- Free, skill-building activities including cookery classes, a Chess Club, drama and music classes and organised trips for young children and adults.

More information on The Community Trust can be found on www.thetrust.org.uk, or please scan the QR code below.

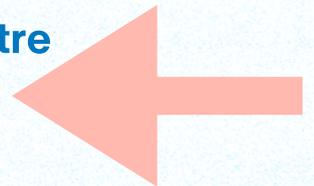


YOUR COMMUNITY SPACES

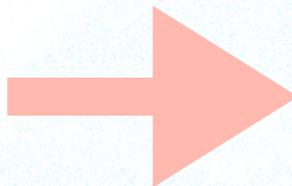
We manage two community spaces - the SW9 Resource Centre and the SW9 Learning Centre - where we hold residents meetings, activities, training courses and events throughout the year.



SW9 Resource Centre
13 Benedict Road
SW9 0FS

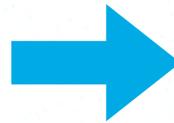


SW9 Learning Centre
153 Stockwell Road
SW9 9FX



A NUMBER OF WAYS TO CONTACT US

We have several ways in which you can contact us which are showcased below. Scan the QR code to view the *Get Involved* section on our website.



[sw9communityhousing](#)



www.sw9.org.uk



[@sw9housing](#)



[SW9 Community Housing](#)



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