

# MENU OF INVOLVEMENT



# Get Involved!



SW9 is proud to present the RISE programme, offering you a brand new suite of opportunities for personal development and ways to engage with the organisation.


Introducing the menu of involvement - our guide for those who would like to know what opportunities we are currently running and how they can get involved. It will include all the information you need to know about what we have to offer.

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.

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

## Contact Us!

 [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk)

 0207 326 3700

 [www.sw9.org.uk](http://www.sw9.org.uk)



# Improvement Panel

The SW9 Improvement Panel is your chance to work in partnership with us, influencing positive change by making sure we continue to provide excellent services.

The Panel is an essential way for SW9 to engage with residents and ensure we put you at the heart of everything we do.

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 the service for all 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 changes for the wider community.

There are plenty of reasons 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.



# Residents' Associations

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

## What is a Residents' Association?

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

## Why start a Residents' 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 the services to your local community and improve quality of life.

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

- To campaign for something positive.
- To campaign against something or get services improved.
- To give your 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.



# Street and Block Champions

SW9 Street and Block 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 Street or Block Champion may include:

- Taking part in estate inspections.
- Reporting any communal repairs.
- Reporting any issues or concerns.
- Suggesting improvements for the block/street, local community and area.
- Identifying neighbourhood improvements that could be made.
- Providing feedback on contractors.
- Continually improving the 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 Grant

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:

- Interview clothes.
- 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 great opportunity, delivered in partnership with Resurgo, for residents aged 16+ to find job and education opportunities.

This will provide networking opportunities, help with boosting confidence and a chance to learn the essential skills needed to get into the job market or re-entering.

We have two programmes for our residents:

## **The Spear Programme for 16 – 24 year olds**

The Spear programme helps 16 - 24 year olds, supporting them to get into and succeed in long-term employment.

## **Re-Work Programme for Adults 18+**

An interactive programme helping anyone to re-enter the workplace with confidence and 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 are offering to SW9 Community Housing residents who meet our simple eligibility criteria.

This is to support residents and families to get online, work from home, look for employment, carry out school homework and keep in touch with family 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!





# Meet and Greet Sessions

As part of a programme of activity to bring residents and staff closer together, SW9 hold Meet and Greet sessions for you to meet different teams. This includes meeting the SW9 Repairs and Estates team as well as SW9's Senior Leadership Team.

A great opportunity for you to find out more about what is important to you, learn about improvements being made and ask questions. Dates of meet and greet sessions are posted on our website and social media regularly.



# Resident Communications Panel

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

If you have an eye for detail and know how to get a message across, this is a great opportunity to get involved with us from the comfort of your own home.



## Other opportunities

We often run activities during half-terms or on special occasions, look out for posters on our noticeboards, the SW9 website and social media to find out the latest activities we are currently running.



We also work in partnership with companies who deliver courses to help and benefit you.

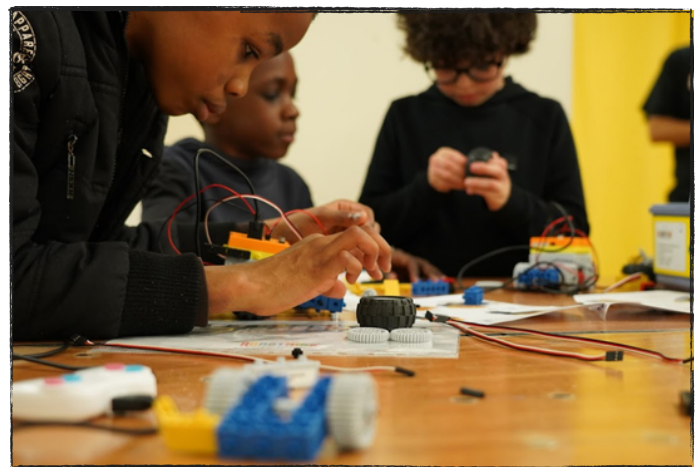
# The Community Trust



The Community Trust is a community centre based in Stockwell Park Estate. They offer a range of community support services, programmes, events and other amazing opportunities for local residents.

**They have many great services to offer residents but here are a few:**

- Their Community Café is open every day and offers healthy, nutritious and affordable meals, hot drinks, and internet access. They offer support and advice for those who need it.
- The Community Trust run a food bank service on Tuesdays and Saturdays where they receive a variety of fresh and tinned food to give away.
- For our young residents, The Community Trust offer free fun and skill-building activities such as cookery courses, treasure hunts, dance, yoga, drama and music classes and trips for our local children and young adults.



You can find out more information via their website: [www.thetrust.org.uk](http://www.thetrust.org.uk)  
Or please scan the QR code.



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# Your Community Spaces!

SW9 manage two community spaces where we hold Resident Meetings, events and activities:

## SW9 Resource Centre



13 Benedict Road, SW9 0FS

## SW9 Learning Centre



153 Stockwell Road, SW9 9FX

# Different Ways to Contact us



**0207 326 3700**



**getinvolved@sw9.org.uk**



**www.sw9.org.uk**



**sw9communityhousing**



**SW9 Community Housing**



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**Scan the QR code for more details!**

