

woven

Tenant & Community Engagement Strategy

2021 - 2026



**Easy Read
Summary
Version**

Tenant & Community Engagement Strategy Easy Read Summary Version

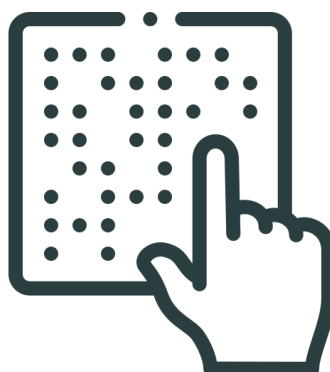


You can use the ReachDeck toolbar on our website to translate this document - view or 'listen' to a copy in your preferred language.

You can also get a printed copy of this strategy or request a copy in a different format:



Large
Print



Braille

For a copy, contact:

Ann Gallagher, Corporate Assurance Manager



Phone: 028 9042 7211

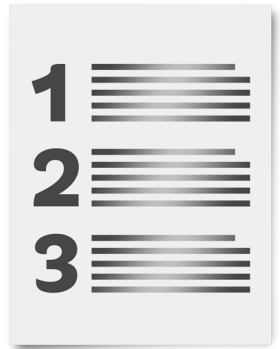


Email: equality@woven.org.uk



and it's available on our website:
www.woven.org.uk

What's in our Strategy?



About us

Page 2

About this Strategy

Page 3

What we are already doing

Page 4

Our 'Values'

Page 5

What we are going to do

Page 6

How we will check on things

Page 12

About us

We are Woven.

woven

We have been a Housing Association in Northern Ireland for over 45 years.

We plan and build properties - *including flats, houses and bungalows*. The people who move into these homes are our tenants.

Here are some of the things we do. We:

- collect rent
- provide services - *like money advice*
- promote community activities
- carry out repairs to tenant's homes



About this Strategy

Our Strategy is a plan that sets out how we will listen and respond to our tenants and communities and how we will work with them.



The plan offers different ways that our tenants can help and be involved. We call this our 'Get Involved Menu'.



We believe that involving our tenants will help to make us better at what we do - helping to improve our services.

The plan shows which staff members should be involved and how long it will take to do all the things which are listed.



What we are already doing

We have been helping tenants to set up groups in different areas to tell us about where they live and share their ideas with us.



We have a team of staff members who work with our tenants and our communities, organising events and helping to improve engagement.

We work with people from other organisations - like Supporting Communities - who can provide skills and training for our tenants and help us to be better at what we do.



**Supporting
Communities**
Empowering Society

Our Values

We have a set of 'Values' - these are the things which we feel are important. We believe our Values help us to do things the right way.



We have five Values. They are: PEOPLE, QUALITY (making sure things are the best they can be), INTEGRITY (being honest), INTEGRATION (bringing people together) and ENGAGEMENT (involving people, talking to them).



This Strategy and all our plans for Community & Tenant Engagement must fit with our Values.

↓
Strategy

Value: People

What we want to do for PEOPLE






We want to talk with you about all the different ways in which you can help us do better and we will listen to your thoughts and ideas.

We will do this by:

Keeping a list of everyone who wishes to get involved in their community and how they would like to be involved.

Looking at new ways with you on how we could do things better for you and for everyone.



- 1 
- 2 
- 3 
- 4 
- 5 

Checking if everything is ok with your house and where you live and see how we can help with to make it better.

Taking a walk around the area where you live with you and seeing where we might need to fix things and make it cleaner and safer.

Asking what you and other people in your area would be interested in or need help with.

Perhaps we can help you learn new things, like how to use the internet, how you can get to know other people like your neighbours or how to contact Woven.



Value: Quality

Making things the best they can be - QUALITY

We want you to tell us how you feel about what we do for you and for other people.

We will do this by:

Asking everyone some questions so that people can tell us what they think we do best and where we could do better.

Listening to what you and others have to say and tell you how we are going to do to make things better.

Gathering up what everyone has said and putting this together onto different places, like in a newsletter or on our website.



Value: Integrity

Making sure we are honest and open - INTEGRITY

We want to be honest and make sure that all our messages are understood.

We will do this by:

Making sure tenants get the chance to read and comment on documents and get involved in working on things like newsletters.



Making all messages clear and easier to understand, adding tools to our website to make it open to everyone.



Working with other people, like Supporting Communities, who can help us to deal openly and honestly with our tenants and communities.

Value: INTEGRATION

INTEGRATION is about bringing people together

We will encourage people to come together to build good relationships by accepting of others.

We will do this by:

Asking people what activities they would like in their area and how they would like to be involved



Organising activities and programmes for everyone to come together.

Providing training about people from all backgrounds.



Working with organisations to support people in our homes.

Improving outdoor areas for everyone.

Value: ENGAGEMENT

Making sure we continue to talk to each other.

We will find ways to listen to people living in our Woven homes, especially those who we do not always hear from.

We will organise events to help people feel that they are part of a community.

We will do this by:

Organising activities which are for different age groups - children, teens and adults and older people.



Organising projects to help the health of people living in our Woven communities.

Putting together a list of groups who support people and who we can work with.

How we will check on things

We want to make sure our Strategy works and so we will carry out 'surveys' - asking people about events which take place in their communities.

We will ask if people enjoyed the events, if they found them interesting and what we could do to make them better.

We will also check on the number of events and the numbers of people attending.



Questions

1. What do you think about it?

☐ Good

☐ Bad

☒ Not sure

We will show the results from surveys to our Senior Managers so that they can see if we are doing the right things

We will also share the survey information with our tenants and with the public.



If you would like to speak to us or let us know what you think about our ideas in this Strategy, you can contact us at:



Telephone: 028 9042 7211



Email: info@woven.org.uk



**Post: Laganwood House,
44 Newforge Lane,
Belfast BT9 5NW**

You can ask to speak to our Tenant & Community Services Officer.



You can scan the QR code to view the document on our website and read or listen in your preferred language.



woven

woven.org.uk