**ENGAGING AND**

**EMPOWERING RESIDENTS TOOLKIT**

**A practical guide to resident**

# engagement and empowerment.

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# 1.0 Introduction

This Community Engagement Toolkit brings together a range of introductory information on community engagement, providing practical guidance on what to consider when planning and designing community engagement activities. We have outlined the various methods and techniques that can be applied effectively to involve people. For community engagement to be effective it needs to be an ongoing dialogue and not just seen as a statutory requirement; effective engagement generally informs large scale changes in the way we work to ensure we are meeting the needs of our citizens in the best way possible.

This toolkit aims to support and promote effective and meaningful community engagement. As it cannot cover every method and technique, useful and informative resources with more detailed information are signposted.

**2.0 What is Community Engagement?**

Community engagement provides residents with opportunities to have a greater say to what happens in their area. The Government guidance on community engagement for local authorities www.gov.uk/guidance/ community-engagement-and-eu-exit-guidancefor-local-authorities#effective-communityengagement defines ‘Effective Community Engagement’ as a process that “offers a means of building links with communities, challenging misconceptions and offering reassurance, including with vulnerable groups. In this way it can be an effective method to reduce any risks of community tensions and quickly addressing these should they occur”.

In line with the council responsibility to ensure the Involvement and Empowerment Standard is adhered to, tenants, leaseholders and residents are encouraged to participate in activities to influence policies and services that affect them. This may range from involvement in the Council coregulatory functions, via the Housing Liaison Board movement and its subgroups, focus groups, task and finish groups, consultation activities, or simply through the work we do with volunteers and other tenant led and voluntary sector organisations.

**2.1 Why have an Engagement Toolkit?**

As a social landlord, Government legislation states that we must ensure tenants are given a wide range of opportunities to engage with us and scrutinise the quality of the service they receive. Birmingham City Council’s values and priorities ensure staff have an inclusive attitude to put the citizen first and be true to our word. All these factors inform us that we should offer engagement, however it does not dictate the way in which we should approach our tenants and residents. Currently the City Housing Directorate offers a range of engagement activities which are set out in the ‘How tenants and leaseholders can get involved in their neighbourhood’ document.

This document, along with our ‘Resident Involvement Mission Statement’ can be downloaded from our website by following the link: https://www.birmingham.gov.uk/ downloads/50008/tenants\_ groups \_associations and boards

Recent events such as the Grenfell tragedy have shown that meeting the basic requirements of participation is not enough. The resulting Hackett Review and Social Housing White Paper have reinforced this, and in the future social landlords will be expected to provide more opportunities for meaningful engagement. While the current engagement activities offered meet the statutory requirements mentioned above, these expected changes offer an opportunity to review practices and improve and expand the range of methods we use to engage and empower our residents. One size does not fit all, and one type of engagement will not suit all tenants. This engagement toolkit therefore aims to help officers plan the best engagement activity to suit their aims and their intended audience.

## 2.2 Importance of community engagement

Some of the key reasons why community engagement is important are:

* By talking about problems and solutions with communities, service providers can make sure that resources are targeted at areas with the most need.
* Feedback from local people is a way of making sure services meet residents needs and improvements are effective.
* Participation in local initiatives enable residents to build their personal skills.
* Involvement in local projects is one way of encouraging residents to take on a sense of belonging and pride in their local area.
* Engagement activities provide residents with a degree of openness, transparency and accessibility when they can understand how the Council and other public organisations function.

## 2.3 Communication skills for better engagement

Community Engagement should be a positive experience for both the facilitators and participants. Below are some of the key skills that are relevant to community engagement practice.

## Facilitation

Facilitation is used to help encourage and enable individuals to participate in a variety of situations. Some effective facilitation points are:

* Encourage participants and offer support and praise. Lead, but don’t take over.
* Summarise and communicate information
* Be assertive but not aggressive
* Listen to what people say and ensure participants are treated equally.

## Listening

It is important to actively listen to what people are saying and why they are saying it, enabling a trusting and supportive atmosphere. Facilitators need to ensure participants not only feel heard, but that what they say will have an impact or outcome.

## Questioning

Ask the right questions, of the right people at the right time, in the right way. This will keep discussion moving. A good use of questions will help to bring structure to the engagement activity. https://www.involve.org.uk/resources/ publications/practical-guidance/not-anotherconsultation

# 3.0 Community engagement spectrum

This spectrum demonstrates the possible types of engagement. It shows the increasing level of resident impact as you progress from ‘inform’ through to ‘empower’ and explains the range of resident participation and engagement options available.

|  | Inform  | Consult | Involve | Collaborative | Empower |
| --- | --- | --- | --- | --- | --- |
| Purpose | Provide residents relevant information to assist their understanding of an issue.  | To collect information from the public about attitudes and opinions  | Working with residents at all stages to ensure their concerns and aspirations are understood and considered.  | Enable residents to participate in every aspect of planning decision-making of projects or services review etc.  | To place the final decision making in the hands of the public  |
| Expectations  | Keeping residents informed  | Ensure residents are kept informed. Input considered and feedback provided. Inform on ideas and concerns have influenced decisions  | Ensure residents are kept informed. Input considered and feedback provided.  | Ensure residents’ concerns and aspirations shape the process and influence decisions.  | Decisions supported and solutions implemented  |
| Example Techniques  | Fact sheets, poster/leaflet Newsletters web-based information, workshop/ Events  | Consultation, Web based consultation documents, Information sharing. Tenants/Resident Panel. Surveys/Questionnaire  | Public meetings, residents’ panels virtual groups  | Workshops/events, tenant conference. Open daysStakeholders/ 3rd sector events, voluntary groups | Personal and professional development Informal and formal Training & Volunteering opportunities  |

The above diagram show that robust engagement is in the right column, as it is about organising people to identify their interests and assets. Mobilisation of people to support or to provide limited input or feedback to decisions is in the left column. **See appendix 1 for ideas of how to apply spectrum to practice.**

# 4.0 Planning Community Engagement

Engagement events should be planned, designed, and aimed to contribute to the overall

aims of an engagement process.

**4.1 Key points to consider when planning community engagement**

* Why you are planning this initiative and what the outcomes will be.
* Be clear on who you will be reaching and what needs/requirements they may have.
* Consider what necessary resources are needed.
* Ensuring equality and diversity principles are considered and implemented.
* Identify what your initiative will mean for the people involved. What are the benefits?
* Set up a communication plan and identify how you will promote and market what you plan to do.
* Make sure that your information is clear, honest, and easily accessible.
* Inform those involved regularly and provide feedback on outcomes as well as the next steps.
* Remember to adhere to policy and procedures (e.g. Health and Safety) throughout the process.

**4.2 What is the purpose?**

The key to successful engagement is the identification of a clear purpose which will help in the selection of the most appropriate and meaningful engagement methods to use. Think about the difference you want to make and what change would look like as an outcome of the engagement activity.

**4.3 What level of engagement are you**

**hoping to achieve?**

Individuals can participate in a variety of ways and to different levels of influence. They can help identify community needs, generate solutions, plan new projects and influence how services are developed and delivered. The purpose of your engagement will help determine the appropriate level of activity and who needs to be involved. See appendix 2 - Ensuring your engagement is result-driven & purposeful.

**Who you involve depends on what you are engaging about?**

Local community networks and support organisations should be involved in identifying residents and other community stakeholders, their interests and needs and how best to engage with them. Issues to consider include:

* What impact the issue or proposals will have on these stakeholder interests?
* Who represents these groups?
* Is there existing community networks or forms of communication?
* Are there gaps in information that could be addressed through local knowledge?
* Is there any relevant legislation that should be taken into consideration?

There are many groups, organisations and individuals that represent a whole range of interests

These may include:

* Housing Liaison Boards (HLB)
* Residents associations and neighbourhood forums.
* Tenant Management Organisations (TMO)
* Service user and focus groups.
* Voluntary & community organisations and faith-based groups.
* Web based or virtual groups.

**5.1 What resources are available?**

The following types of resources will be required for most forms of engagement:

* Input by staff, volunteers and other interested stakeholders.

5.0 Who should be involved?

* Communication, promotion/publicity – venues, transport, childcare, translation.
* Resourcing local and voluntary groups to support people in understanding and responding to information and proposals; convene meetings; be involved in conversations; attending meetings and events.

**5.2 Ensuring Diversity**

## & Being Inclusive

Equality and diversity are two main principles of community engagement. These are principles that should underpin any engagement activity. Good equality and diversity require appreciating and understanding differences and enabling everyone to fully participate.

There are groups in the community who are traditionally more difficult to engage; sometimes referred to as ‘hard to reach’. There are also the individuals who are referred to as ‘usual suspects’ – those who are regularly involved in consultation or community activities. The real challenge of inclusiveness is to avoid involving just the usual suspects and the hard to reach and leaving everybody else out.

# 6.0 Overcoming Barriers to Engagement

When planning an engagement process, you need to recognise diversity, identify potential barriers and design the process to minimise barriers where possible. Below illustrates some potential barriers and ways to remove them.

Potential barriers:

* The capacity and ability of different stakeholders, groups and individuals to participate in activities.
* Not being able to involve ‘hard to reach’ groups such as young people, older people, minority groups or socially excluded groups
* Where there are gaps in information.
* Inability to address literacy and numeracy imbalance.

Design issues to consider:

* Ensuring the appropriate techniques and engagement methods are in place used.
* Ensuring adequate location and accessibility of venue, and transport and childcare requirement are in place.
* Type of engagement event and means of facilitation are significant

Having the appropriate format and content of communication /publicity material and use of interpreters and signers.

**7.0 Community Engagement Tools & Methods.**

This section provides information on the various methods and techniques that can be used to engage with residents and tenants, broken down into the following categories; INFORM, CONSULT, ENGAGE and EMPOWER. The benefits and weaknesses and appropriateness of each tool and methods are summarised. The section also provides ideas about the different ways to engage people to get the most out of your engagement activity. This is not an exhaustive list; there are many other tools and

methods available.

**Tools and methods to INFORM.**

## Newsletter, notifications

##  Factsheet and posters

**What is it for?**

• Distribution is to wider audiences across the different platforms (hard copy for letter boxes and handouts in public places, online via the project’s website or via email).

### Benefits

* Can support other stakeholder techniques, with information about face to face forums and links to online information.
* E-newsletters allow for easy opt-in and opt-out options.

#### Weaknesses

* Hard copy distribution is costly and require long lead times.
* Accessibility issues for the visible impaired.
* Can be resource intensive.

#### Useful links

https://www.birmingham.gov.uk/info/50008/ housing\_groups\_associations\_and\_boards/568/ get\_involved https://www.gov.uk/government/ publications/tenant-involvement-and empowerment-standard

### Web - based information processes

**What is it for?**

There are a variety of web-based engagement processes to choose from such as online discussion forums and blogs, Facebook, online surveys, social networking, ratings, voting and digital interactive TV.

#### Benefits

* A range of online tools are available.
* Cost effective and reach a wide audience quickly.
* Gives more choice to individuals as to when and how they can participate.
* Anonymous nature may increase participation.

#### Weaknesses

* Participation being limited to those with access to the internet.
* Resources required to analyse information gained.
* Resources required to set up and mediate discussion forums.

**Useful links** https://www.birmingham.gov.uk/ residentinvolvement

### Workshops and community events

**What is it for?**

Workshops and focus groups allow people to discuss their ideas in an open and relaxed atmosphere, and can take a variety of different formats, based on the topic for discussion.

#### Benefits

* Provide an informal atmosphere that will attract a wide-ranging audience.
* Allows for different levels of engagement.
* If several organisations get involved, the range of activities can be increased and generate more interest.

#### Weaknesses

* Not well attended, also can be expensive to hold and require considerable organising
* It may not appeal to the people who most need to be reached.
* Because they are usually ‘one-off’ events, potential participants may miss out.
* The timing of the event may coincide with religious timings or festivals and therefore not representative of community.

# useful links

https://www.gov.uk/government/publications/ can-do-guide-for-organisers-of-voluntaryevents/the-can-do-guide-to-organising-andrunning-voluntary-and-community

## Tools and methods to Consult

## Web based consultations

**What is it for?**

There are a variety of web -based engagement processes to choose from such as online discussion forums, blogs, Facebook, online surveys, social networking.

## Benefits

* People can choose a convenient time and place to participate and is useful for those who may be homebound e.g. carers, elderly people, parents with young children.
* Cost Effective and can reach large numbers of people.
* Less time consuming than attending a workshop or public meeting.

## Weaknesses

* Some techniques may require a moderator to manage comments, this can be expensive and time consuming.
* Excludes those without access to the internet, also may intimidate some people.
* Needs to be well publicised to generate interest.

# Useful links

www.birminghambeheard.org.uk/ https://intranet.birmingham.gov.uk/ info/20182/consultation/504/things\_to\_do\_ before\_starting\_a\_consultation

# Consultation documents and information sharing

## What is it for?

Consultation carried out online, by post or face to face with residents on specific issues or policy changes.

### Benefits

* Interactive consultation provides an overview of key strategies and policies which will affect citizens and ask specific questions to generate responses.
* Consultation stalls at community fun day is visible and increases participation
* Telephone consultation can reach large number participants.
* To seek the views/opinions of citizens and to involve volunteers to help shape and redesign services that meets the needs of the community.

### Weaknesses

* People are reluctant to read long documents.
* In some cases, questions are asked and if the response does not fit, then views are ignored.
* Venues/refreshments is very expensive and not accessible for people with disabilities.
* People may see it as a sales pitch/unclear on purpose.

### Useful links

 www.gov.uk/government/publications/ consultation-principles-guidance

# Tenants or resident’s panels

## What is it for

Representative sample of people from a local area who sign up to be involved in various consultation activities.

### Benefits

* Provides a ready-made sample of individuals to consult with and using the same panel, several times will reduce associated costs.
* People agree to be on the panel thereby increasing response rates.
* May allow for some measurement of changes over time e.g. services, strategic, operational.

### Weaknesses

* People on the panel become more knowledgeable (and therefore less representative) than the general public over time.
* Lack of commitment from some members over time, also treated as a socialising opportunity.

#### Useful links

www.birmingham.gov.uk/downloads/file/6149/ how\_tenants\_and\_leaseholders\_can\_get\_ involved\_in\_their\_neighbourhood

www.birmingham.gov.uk/downloads/ download/1310/guide\_to\_housing\_liaison\_ boards

www.birmingham.gov.uk/downloads/file/6150/ resident\_involvement\_mission\_statement

### Surveys & questionnaires

**What is it for?**

Participants are randomly selected via mail, email and telephone to give their views about different aspects of housing services.

#### Benefits

* Useful for obtaining quantitative data.
* Can gain the views of many people, and useful for identifying and evidencing needs.
* In principle data can be compared over time or with results from elsewhere.

#### Weaknesses

* Need to be well designed and coded to get “useable” answers.
* Large questionnaire surveys are time consuming and labour intensive.
* Information may be limited and does not offer any real sense of community engagement or provide an opportunity for people to exchange views.

#### Useful links

[GOV.UK](https://www.gov.uk/government/get-involved)

### Tools and methods to Engage

**Workshops & focus groups**

**What is it for?**

Face to face or online. Participants are invited to discuss neighbourhood issues pertaining to their livelihood e.g. housing service issue or any future housing plan, tackling crime etc.

#### Benefits

* Encourages active discussion in a welcoming environment
* Can be designed for a specific purpose e.g. directly targeted at excluded or ‘hard to reach groups.
* A simple evaluation sheet provided to all participants is a good way of finding out how the process was viewed.

#### Weaknesses

* With small groups, it is difficult to be sure all stakeholders or interests are represented.
* Workshops can be dominated by articulate and confident individuals if not carefully facilitated.
* Requires time and commitment from both participants and co-ordinators.
* The timing of the event may coincide with religious timings or festivals and therefore not representative of community, to include timing clashes with other events such as working hours of residents, childcare, school times, etc

#### Useful links

https://www.gov.uk/government/publications/ can-do-guide-for-organisers-of-voluntary-events/the-can- do-guide-to-organising-andrunning-voluntary-and-community-events

### Web-based engagement

**What is it for?**

There are a variety of web-based engagement processes to choose from such as online discussion forums, blogs, Facebook, online surveys, social networking etc.

#### Benefits

* Web based activities can reach large numbers of people enabling them to choose where, when and for how long they want to participate.
* Particularly useful for those who may be homebound e.g. carers, elderly people, parents with young children.
* Can create debate and exchange of views and is less time consuming than attending a workshop or public meeting.

#### Weaknesses

* Some techniques may require a moderator to manage comments, this can be costly and time consuming.
* Excludes those without access to internet, as well as those not familiar with certain applications or software.
* Presuming that every person has access to email or the internet, or assuming that age is the only reason they may not.

**Useful links** https://www.birminghambeheard.org.uk/

https://intranet.birmingham.gov.uk/ info/20182/consultation/504/things\_to\_do\_ before\_starting\_a\_consultation

| Tools and methods to EMPOWERPartnership / decision-making boards What is it for? Tenants / Residents are elected on specific boards for their input on strategic and operational decisions e.g. Housing liaison boards, stakeholder partnerships, regeneration boards etc. Benefits* Involvement of the public into the whole decision-making process.
* Tenants and Residents are listened to and are kept at the heart of future policymaking and are encouraged to support with the shaping of services.

Weaknesses * Often comprise representatives from existing groups rather than individuals from the wider community.
* Can become ‘talking shops’ rather than action-oriented if not effectively managed.
* Potential for confusion or conflict over the respective roles and responsibilities of local representatives.
 | Useful linkswww.birmingham.gov.uk/downloads/file/6133/ guide\_to\_housing\_liaison\_boards www.birmingham.gov.uk/info/50008/tenants\_ groups\_associations\_and\_boards/569/citywide\_ groups/3 www.birmingham.gov.uk/info/50008/tenants\_ groups\_associations\_and\_boards/569/citywide\_ groups/4 www.birmingham.gov.uk/downloads/file/6134/ guide\_to\_tenant\_management\_organisations www.birmingham.gov.uk/info/50008/tenants\_ groups\_associations\_and\_boards/575/tenant\_ management\_organisations  |
| --- | --- |

**Volunteering**

**What is it for?**

Volunteering is about giving your time to a cause you feel passionately about and in return you gain experiences and skills alongside the satisfaction of being part of something which impacts your community.

#### Benefits

* Participation in activities enable individuals to not only enhance confidence but develop a range of new/ transferable skills.
* Specific accredited Training programme will support the learning the development of volunteers to carry out responsibility, as well as contributing to their personal growth.

#### Weaknesses

* Residents not putting their newly acquired skills to use.
* Not having adequate resources for support everyone e.g. people with disabilities issues, interpreter & signers’ information in the format.
* Location and accessibility of venue and transportation requirement, childcare need.

#### Useful links

* [t.pas.GOV.UK](file:///C%3A%5CUsers%5Cnababysl%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CINetCache%5CContent.Outlook%5CJLAPEQD7%5Ct.pass.GOV.UK)

events 9

* www.birmingham.gov.uk/info/20006/ housing/1902/pre-tenancy\_workshops

**8.0 Feedback & evaluation**

There are a range of feedback techniques that can be used to reach a variety of participants. Feedback should provide the participant with information but also offer an opportunity to ask questions and get additional information and encouraging involvement.

## Feedback methods

* By means of a letter or by email.
* Summary reports of meetings, events or workshop presentations to residents.
* Publishing newsletters or posters and use of use of websites to share information.
* Use of local/social media to communicate information.

## Evaluation

It is important that any engagement process is evaluated in order to learn what worked well, what didn’t work and why. Equally, an evaluation will provide useful information on the best methods for engaging with groups in an area or most appropriate venues.

Below are some key pointers for effective evaluation, which should be set out at the start of the process:

* Be clear about the aims of your engagement process so you can evaluate whether these have been met.
* Ensure you ask clear and simple questions.
* Provide at least one open ended question, allowing the participants to give general feedback that may not fit into other questions.
* Avoid jargon and acronyms

Make use of evaluation forms to gather information from participants about the event/ meeting. The use of evaluation forms will capture how people felt and provide you with an opportunity to ask questions about individual elements of the event.

**9.0 Volunteer support**

This section will briefly cover some of the things that we need to do to upskill and retain volunteers once we have carried out the engagement process.

Volunteering is a great way for individuals to make a meaningful contribution in their local communities. It is also a means by which new skills can be acquired as well as developing existing skills and improving confidence.

Below are tools which could be put in place throughout the various stages of the volunteer journey, which can be applied for new and existing volunteers.

### Volunteers’ rights

Volunteers don’t have a contract of employment, so they do not have the same rights as an employee or worker.

It is good practice for a volunteer to be given an agreement that explains:

* the level of supervision and support they will get
* what training they will get
* whether they are covered under the organisation employer or public liability insurance
* health and safety issues
* any expenses the organization will cover

### The volunteer agreement is not compulsory but sets out what you can expect from the organisation you’re volunteering for. It does not form a contract between you and the organisation

The National Council for Voluntary Organisations (NCVO) has information on volunteers’ legal status.

www.knowhownonprofit.org/people/ volunteers/keeping/treating

## When you can volunteer

### Age limits

There’s no upper age limit on volunteering. However, some organisations’ insurance policies do not cover you if you’re under 16 or over a certain age (usually 80).

**You cannot work for a profit-making organisation if you’re under 14, even if you’re not paid**

There are statutory rules about the work young volunteers can do. For example, a young person might not be able to volunteer at a charity shop if it is a profit-making organisation.

### Volunteering and benefits

Volunteers can claim benefits if:

* the only money they get from volunteering is to cover expenses, like travel costs
* they continue to meet the conditions of the benefit receive

### Criminal records

### A person with a criminal record can still volunteer in most roles, depending on the offences. A Disclosure and Barring Service check will be needed if they want to volunteer with children or vulnerable adults.

 www.gov.uk/government/organisations/ disclosure and-barring-service

## Pay and expenses

## A person is not paid for their time as a volunteer but may get money to cover expenses. This is usually limited to food, drink, travel or any equipment you need to buy.

A volunteer may need to pay tax on driving expenses if they get back more than spent. www.gov.uk/guidance/check-if-you-need-topay-tax-on-mileage-payments-as-volunteer

An individual may be classed as an employee or worker rather than a volunteer if they receive any other payment, reward or benefit in kind. This includes any promise of a contract or paid work in the future. For more information on employees and workers, please see www.gov.uk/employment-status

A volunteer can get certain employment rights if classed as an employee or worker, like getting the minimum wage.

https://www.gov.uk/national-minimum-wage

### Example 1

Sarah volunteers at a company to get some work experience. She’s given travel expenses even though she walks to work. This is payment, rather than out-of-pocket expenses, so she must be paid at least the minimum wage

### Example 2

Jeff volunteers for an organisation tending local parks. All volunteers get £3 a week for travel but Jeff is responsible for a park close to his home, so he walks there. This means the £3 is a payment and not a reimbursement of expenses. It could count as a contract of employment meaning Jeff could be eligible for the minimum wage.

### Example 3

### Tony is an unpaid intern at a record company, but he’s given free CDs as a perk. The CDs are ‘benefits in kind’. They mean he must be paid at least the minimum wage.

### Example 4

Jessica is an unpaid intern at a design company. She’s been promised that she’ll be taken on as an employee after 3 months. This counts as a reward, so she must be paid at least the minimum wage for the whole time she spends at the company.

# Volunteer Induction Checklist

The checklist is full of examples of what to include in the induction of a new volunteer, it is not exhaustive and is intended as a template. You can add to it or take things out depending on the volunteer role and responsibilities.

| PURPOSE | ASSIGN |
| --- | --- |
| Check list for:  | Volunteer to sign: |
| Completed by:  | Officer to sign: |
| Date completed:  |  |

| The Volunteer has been:  | √  | Comments  |
| --- | --- | --- |
| Given induction pack including information about the organisation, constitution and other related document  |  |  |
| Introduced to the volunteer role and discussed the role description by members/Officer  |  |  |
| Discussed time, commitment, agreed on preferred days and hours / frequency of meetings  |  |  |
| Provided with any equipment  |  |  |
| Introduced to others and officers volunteers  |  |  |

| The volunteer has been informed:  | √  | Comments  |
| --- | --- | --- |
| Who to contact in an emergency?  |  |  |
| Role of volunteer and staff |  |  |
| Volunteer Code of Conduct  |  |  |
| About the purpose of the volunteer agreement and signed the agreement  |  |  |
| About the boundaries of the role and if applicable any development opportunities  |  |  |
| The importance of equality, diversity and inclusion |  |  |
| How to claim expenses and what can be claimed |  |  |
| About the organisation’s expectation and discussed the volunteer expectations |  |  |

| Specific training any topic  | Provided by:  | Date provided  | Volunteer signature:  | Provider signature  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

| Role specific induction:  |
| --- |
|  |

| Date of supervision: |
| --- |
|  |

**Volunteer Supervision Form:**

This supervision form is an example of what to include in a supervision with volunteers, it is intended as a template. You can add or take things out, depending on the volunteer role.

|  |  |  |
| --- | --- | --- |
| Name of Volunteer;  |  |  |
| Supervisor:  |  |  |
| Date:  |  |  |

|  Do you enjoy your volunteering role? |
| --- |
| Highlights with the volunteer role:  |
| Challenges with the volunteer role:  |
| Relationships with staff/volunteers/participants: |
| Training completed including individual induction:  |
| Training required:  |
| Does your role description cover what you are doing - does it need updating?  |
| Do you feel you are receiving enough support from the organisation? |

**Practical concerns of volunteering:**

| Travel:  |
| --- |
| Payments:  |
| Time Commitment:  |
| Other:  |

| Health and Safety – do you have any concerns or observations about health and safety at your placements/accommodation?  |
| --- |
| Safeguarding – do you have any concerns or observations about any individuals?  |
| Personal circumstances (that may affect or are affecting their volunteering)  |
| Setting goals for future volunteering and action points: |
| Assessment of progress and feedback for volunteer:  |
| Date and time of next supervision  |
| Volunteer manager:Date: |
| Volunteer:Date: |

# Appendix 1

## Spectrum Planning

It is essential that wherever you are on the spectrum, you must be clear and transparent about your position and fulfil the promises of being there.

| Where are your community engagement efforts now on the spectrum? Where do you aspire to be?  |
| --- |
|  |
| For where you aspire to be, what steps will you need to take to pursue that level of engagement? what power or control do you have to give up?  |
|  |
| What expectations will you need to communicate and fulfil for community members?  |
|  |

# Appendix 2

## Ensuring your engagement is result-driven & purposeful

It is important to be clear, direct, and transparent about your purpose for engaging community. For effective engagement we must recognize that our best efforts, even when guided by data and evidence, will not succeed without community members’ experience, knowledge, relationships, skills, and participation.

| Please answer this before you begin: Why is community engagement important to your initiative? How will it contribute to your results? |
| --- |
|  |

**Complete the below chart before going forward:** What are the goals/outcomes of your initiative, how do you think engagement might advance those results, and what roles do you see community members playing to advance those results?

| Goals/Outcomes  | Why Engagement?  | Roles for Community  |
| --- | --- | --- |
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# GLOSSARY

**Consultation: -** Listening and offering choices to those consulted, taking views into account. www.gov.uk/government/publications/consultation-principles-guidance

**Community Engagement Spectrum:** A model developed to help identify the best type of engagement to meet the individual needs of a project.

**Co-regulatory Functions: -** The Localism Act is where tenants and landlords work jointly to make sure regulatory consumer standard are met. www.birmingham.gov.uk/info/50008/housing\_groups\_associations\_and\_boards/568/get\_involved

**Empowerment: -** To empower is to **give someone the authority to do something or to make someone strong or more confident**. Empowering volunteers will create a culture of creativity and openness.

**Forum/Panel –** An advisory body which may make recommendations to the landlord.

**Green Paper: -** A consultation document produced by the government. www.gov.uk/government/news/social-housing-green-paper-a-new-deal-for-social-housing

**Housing Liaison Board: -** A non-party political body which is led by people who use Council housing services. www.birmingham.gov.uk/downloads/file/6133/guide\_to\_housing\_liaison\_boards

**Leaseholder: -** A person who buys a leasehold property on a long lease.

**Scrutiny Panel: –** an independent panel who work closely with council services to review process, performance and make recommendations.

**Social Landlord: -** Housing provided for people with a need by local authority and housing association

T**enant Involvement and Empowerment Standard: -** sets out the standards for registered providers of social housing to provide choice to their tenants. www.gov.uk/government/publications/tenant-involvement-and-empowerment-standard

**Tenant Management Organisation: -** A tenant management organisations is an organisation set up under the UK Government's Housing Regulations 1994, which allow residents of council housing or housing association homes in the UK to take over responsibility for the running of their homes. www.birmingham.gov.uk/downloads/file/6134/guide\_to\_tenant\_management\_organisations

**The Charter for Housing Residents: Social Housing White Paper: -** Policy document produced by the government that sets out proposals for future legislation.

www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housingwhite-paper

**The National Standards for Community Engagement: -** A framework for engagement between community and public agencies.

**Volunteer –** Any activity that involves spending time, doing something unpaid that aims to benefit the environment or someone (individuals or groups). www.gov.uk/government/get-involved/take-part/volunteer

**Web-based/ Digital Engagement: -** This method is used as part of the package of consulting citizens to promote participation in policymaking.

www.birminghambeheard.org.uk/intranet.birmingham.gov.uk/info/20182/consultation/504/ things\_to\_do\_before\_starting\_a\_consultation www.digitalengagement.info/

**White Paper: -** Policy document produced by the government that sets out the plan to reform the housing market for the future.

www.gov.uk/government/collections/housing-white-paper

If you require further information please contact

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