

MAKE A DIFFERENCE

Get involved

Working in partnership with citizens

There's never been a better time to get involved in helping us develop our care and support services

What's in it for me?

How to get involved

Support

How much time?

Ways to get involved

More information



A great city to live in

 **Birmingham**
City Council

There's never been a better time to get involved in helping us develop our care and support services for adults, children, young people and families. It might take less time than you think!

Why we would like you to get involved

Birmingham City Council is committed to putting citizens at the heart of everything we do.

We know that people who use our services often have the best ideas about what is needed and how to make changes or improvements.

Get involved and help us check and improve our social care and support services for people of all ages who live in Birmingham and their carers.

This could take as much or as little time as you can spare.

We have voluntary opportunities ranging from just signing up to get regular emails from us, through to activities that might take up several days, over several weeks or months.

If you think you might be interested in helping us, we want to hear from you!



What's in it for me?

People that have worked with us say that getting involved is a great way to:

- Meet new people
- Build your confidence
- Learn new skills
- Get ready for work or voluntary work
- Make sure the Council and other organisations know what is important to you and your community
- Be involved in making decisions

Citizens who work with us say...



"With my own personal experience, I was able to get involved and make a positive change for others"

"Give it a go!"



How to get involved

There are a number of ways you can get involved depending on your interests and the amount of time you have available. It could take as little as five minutes to answer some questions over the phone or online, or it could be spending a full day talking to people using our services.

You can apply by filling in an application form online at www.birmingham.gov.uk/citizenvoice or getting in touch with us to find out more (our contact details are at the end of this leaflet).

Supporting you to get involved

We want to make it as easy as possible for you to get involved.

We will reimburse reasonable expenses such as transport, childcare and care costs.

We try to hold meetings in places that are easy to get to and wheelchair accessible and wherever possible, at times that are convenient for you.

We offer free training to support some of our involvement opportunities, for example, Safeguarding training, to make sure you have the skills you need to make a real difference to our services.



How much time will it take?

Level 1 Involvement

Time required: Only the time it takes to read an email!

Sign up to receive regular email bulletins about events, consultations and news.

Level 2 Involvement

Time required: About 1-2 hours

This might be sending us your comments on a new leaflet by email or post or reviewing a website page and telling us what you think.

Level 3 Involvement

Time required: About 3-4 hours, usually a morning or afternoon

This might be attending a one off focus group or a series of workshops to find out your views or share your experiences.

Level 4 Involvement

Time required: a full day or more

This might involve being trained to be a Mystery Shopper to help us check how well some of our services are doing, or being a member of a panel or board which helps us make decisions about Council Services.



Ways you could get involved

Email Bulletins - Sign up to get a regular email updates.

Proof Reading panel – an opportunity to give feedback on draft leaflets and reports.

Newsletter – help us write and edit our Citizen Voice newsletter.

Discussion / Focus Group usually a morning or afternoon to discuss our current services or plans for new ones.

Research Panel – an opportunity to review research proposals.

Surveys and Questionnaires – Give us your views through surveys, questionnaires and consultations.

Training - Share your experiences – Help staff and students understand what services are like from a citizen's perspective by sharing some of your experiences with them.

Becoming a Lay Assessor or a Mystery Shopper – being trained to make visits to services to assess the quality of them.

Board membership – this may be a project board or in the future we may have a board with elected Citizen membership.

Interview Panels – Be part of our interview process for staff, citizen volunteers and organisations who want to work with Birmingham City Council.



How can I find out more about getting involved?

See our Citizen Voice webpage where you can sign up to receive monthly email updates about the opportunities on offer, the latest news, details of public consultations and how to have your say at:

www.birmingham.gov.uk/citizenvoice

Or write to us at:

**The Citizen Voice Team
Birmingham City Council
PO Box 16465
Birmingham
B2 2DG**

Or by phone: **0121 464 4133**

Or by email: getinvolved@birmingham.gov.uk



