



Together 4 Residents

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We are here to support you in your role and hope to help in any way we can



Together 4 Residents

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A brief guide...





Together 4 Residents

What is the role of a T4R Panel Member?

We want to make sure our services are creative and positive environments, empowering people to improve their lives and we need your opinions and involvement to make this possible...

T4R is about Influencing Service Delivery by:

- Scrutinising current organizational practice
- Getting feedback from Managers, Staff and Residents to challenge performance
- Reporting to the Board to help bring about positive change



How will this be fed back?

Recommendations from T4R will be reported back to the Board on a quarterly basis. The Board will then decide on any changes to be made, and feed those back to Managers for implementing. Full reports will be published on our website and information will be posted on facebook and within services where appropriate.

Benefits of being a T4R member

- Confidence building
- CV improvement
- Policy development
- Communication skills
- Fun Times!
- Meet new people
- Visit new places
- Leadership skills



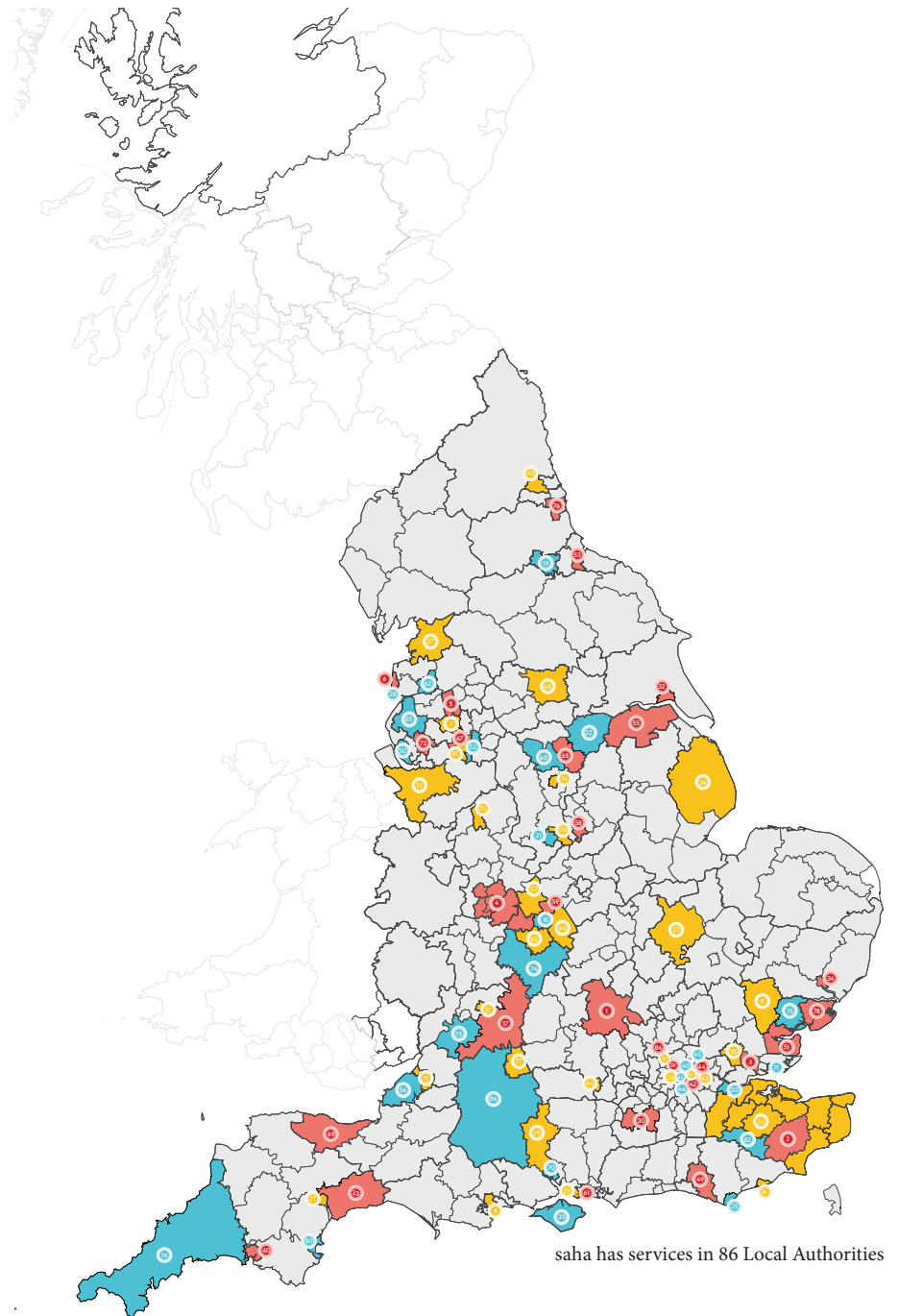
How will scrutiny work?

The T4R Panel is made up of up to 15 residents across all services. They come together, via face to face meeting and video link, to look at chosen topics.

Areas for scrutiny will include Satisfaction Surveys, resident testimonies, Key Performance Indicator information, staff testimonies and feedback from Customer Panel etc.

Other Get Involved opportunities include:

- saha Rewards - the opportunity to receive points for each activity that you take part in from sending in a photo to answering a survey. Points can then be converted into vouchers of your choice!
- A closed face book page where you can chat with other residents, talk about the exciting things happening on your scheme and give feedback to us!
- Resident meetings etc. where you will be asked to give feedback on the current scrutiny topic.



What's expected of you:

- Respectful and professional attitude.
- Comply with your tenancy arrangements.
- Represent all resident views, from across the organization.
- Regular attendance/involvement with Get Involved.

What you can expect from us:

- All out of pocket expenses covered.
- To become part of an enthusiastic team that makes a difference.
- Support from the Get Involved team to help you carry out your role.



What the role does not involve...

The T4R member is not another member of staff so it's not their role to:

- Tell other residents what to do.
- Report on other residents to staff.
- The role does not include getting involved in any personal issues of other residents.
- The T4R member should not make complaints on behalf of other residents but they can support them in making a complaint.
- The T4R member should not be dividing the staff and residents, the role is to help them work together better!