



Worthing Homes

## Resident and community involvement – Ways to make a difference





We believe that good quality affordable housing is the foundation required for so many other things that we all depend on but may take for granted – security, education, health, work and support networks. It's much more than bricks and mortar – it's about people, communities and opportunities!

The relationship we have with you, as residents, is vital to ensure that we are delivering services that are tailored, efficient and value for money; so we have developed a range of opportunities that enable you to influence:

- policies that affect you
- decisions that affect your areas/neighbourhood/communities
- the services you receive as individuals

We also have a range of ways you can access support to learn, train and gain new skills or get online.

Our resident involvement and community development programme is all about empowering and supporting you. By doing this we hope to develop your skills and confidence to influence the services we offer, increase your chances of entering education, training or employment and help create thriving communities.

To make it easier for you to get involved we can help with reasonable childcare/carer costs and travelling expenses.

For information on activities at the Community house, 25 Dominion Road, Worthing, BN14 8JZ, go to [www.thecommunityhouse.org.uk](http://www.thecommunityhouse.org.uk), visit [Facebook.com/CommunityHouseWorthing](https://www.facebook.com/CommunityHouseWorthing), call them on 01903 215 799 or pop in and see them.

For more information on all other activities then please speak to our resident involvement team on 01903 703 107 or send an email to [residentinvolvement@worthing-homes.org.uk](mailto:residentinvolvement@worthing-homes.org.uk)



## Training and personal development

Our **sure futures programme** is an eight week job seeking skills course for residents who have been out of work for some time or affected by the benefit cap. The course covers a wide range of skills including IT, CV writing and interview techniques as well as helping to build confidence.

Looking to get online? Then our **IT skills training** can help you. The training covers everything from setting up an email address and using Facebook through to creating spreadsheets, filling out forms and banking online. As well as small group sessions you can arrange 1 to 1 tuition.

At our Community House we offer structured opportunities to learn how to **access the jobs market** including searching and applying online for jobs. They can also provide assistance with putting a CV together.

The **worth award**, set up specifically to help support local people realise their ambitions, offers funding for individuals who wish to improve their life chances by attending further or higher education, or to start up a new business. You can download the application form from our website [www.worthing-homes.org.uk](http://www.worthing-homes.org.uk)



## Become involved

Our **residents' panel** meet bi-monthly to contribute to the development of best practice, performance and continuous improvement of Worthing Homes, as well as be consulted on any service changes. The panel now also commission scrutiny of our services and performance, involving other residents who are not members of the panel but who have an interest in the service area that is being scrutinised.

The **supported housing forum** meet quarterly to discuss the work we do and any issues within our supported housing schemes. It also provides an opportunity to meet new people helping to tackle feelings of isolation.

You could help make a difference to the area you live in by becoming a **resident representative** and help address local issues.

The **neighbourhood fund** offers funding for community groups looking to make a difference in the local area.

We have a **resident approved stamp group** who read through, feedback and award the 'stamp' to all literature that we produce; this is your assurance that literature has been reviewed, by a number of residents, to ensure it is clear and easy to understand.

Our **resident researchers** voluntarily seek the views of other residents, often working alongside the residents' panel to improve performance you would be carrying out telephone surveys to find out the views on our services from other residents.

To ensure we are improving efficiency, value for money and performance when purchasing goods or services we include residents on our **tendering panel**.

From helping children to learn, interact and play or providing support and a listening ear **volunteering** at the Community House provides you with the opportunity to make a difference to people of all ages' lives... including your own.

The Community House's weekly **Albion goals project** combines football coaching with education to engage and inspire unemployed young people into training, qualifications and work.



## Fun and leisure activities

Our annual **fun day** is free and open to all. The event provides a good opportunity for Worthing Homes to mix with residents, and the wider community, in an informal atmosphere; whilst enjoying lots of different games, activities and entertainment.

The **Community House** runs a number of activities for people of all ages. From homework clubs for children through to gardening, art and cooking classes for people of all ages there really is something for everyone to take part in.

Over at the **The Lovett Hub, Maybridge Square, Worthing, BN12 6HB** we have a number of different groups holding classes including an IT Junction to help you get online. The hub is also home to the Empty Plate Café, every Tuesday and Wednesday, Worthing's first pay as you feel café producing delicious, nutritious meals on a pay as you feel basis, this can include time volunteering as payment.



We support **Brighton and Hove Albion's football in the community project** which enables local children to participate in regular physical exercise and learn new skills.

**Getting Fit: Feeling Good** is our physical training class for residents of our supported housing schemes. Along with the physical exercise it helps to bring people together to combat loneliness and isolation.

**Social media** is fast becoming the way to keep in touch with organisations. You can

join us on Twitter (@WorthingHomes), on our corporate Facebook page (WorthingHomes), or we have an informal Facebook page (chatatworthinghomes) all of which can be used as a way to share information or to contact us.

We look forward to working together with you!





## Worthing Homes

Please contact customer services if you would like this report in Braille, large print, audio version or in another language.

Telephone 01903 703 100 or  
email [CSOTeam@worthing-homes.org.uk](mailto:CSOTeam@worthing-homes.org.uk)

This document is also available to download from our website, [www.worthing-homes.org.uk](http://www.worthing-homes.org.uk)

### Worthing Homes

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