

# Post Sign Up Video

The project allows the Resident Participation Department to train housing officers to deliver the video at the post sign up visit, to explain its contents and methods of tenant participation. This will ensure that every new resident in the borough will be fully informed about all the different ways they can “have their say” from there on.

It would ensure that every housing Officer in the borough is proactive in the delivery of a Resident Participation focused service.

The Officer’s take a laptop to ensure that they are not dependant on the resident having a Television, video or DVD, the Officer can still do a presentation using the laptop and a DVD.

The aim is to produce the video/DVD in partnership with the producers and residents, with the residents guiding the format and layout.

Suggested starting format

## Video Format – Post sign up visits

<b>Residents in Partnership</b>	Visual
Now that you have your new tenancy and settled into your new home its important for you to know that you can have a voice on how the housing service is delivered in your area.  Residents can be involved in making decisions in Barnet	Bang and flash
We are constantly being told that there is a different culture in housing nowadays. We are led to believe that residents opinions are crucial in the decision making process for the delivery of the housing service. What has changed and how does this actually work. Lets find out	Presenter
As the famous car manufacturer Henry Ford once said <b>“Coming together is a beginning, staying together is progress, and working together is success</b>	Visual
Within Barnet there are many options where residents can	

<p>influence the decisions that are made that affect the area they live. How can you get involved</p> <ol style="list-style-type: none"> <li>1 Focus groups</li> <li>2 Local Partnership Panels</li> <li>3 Consultative Panels</li> <li>4 Satisfaction Surveys</li> <li>5 Postal surveys</li> <li>6 Resident Associations</li> <li>7 Conferences</li> </ol>	<p>Officer Residents Resident Officer Officer Resident</p>
<p>Barnet's council dwellings represent less than 10% of the homes in the borough and are spread across a wide area.</p> <p>Most of the properties are on small-flatted estates or in scattered blocks. Tenants, leaseholders and owner-occupiers live side by side.</p>	<p>Variety of different types of council dwellings</p>
<p>This needs a special approach to resident participation – to make sure everybody has the opportunity to say what he or she think.</p> <p>The Council encourage participation from every individual giving opportunities to contribute through Partnership Panels, conferences, service specific activity, satisfaction surveys as well as resident associations. To deal with boroughwide issues and major policy changes, the Barnet Housing Consultative Panel was formed from Local Partnership Panel representatives. The Panel is chaired and run by residents. Officers from the council are also in attendance at all meeting.</p>	<p>Officer</p> <p>Resident</p>
<p>Now the most important part of this process is for you to tell Barnet how you think this approach might improve things for you, your family, your friends and your community. You can let the Council know how you feel in various ways.</p> <p>By coming to a meeting, ringing the telephone helpline, taking part in a telephone survey or completing and returning questionnaires that will be sent to you. Don't forget you can ring the councils Residents Participation Team who will support and advise you</p>	<p>Presenter</p>

*Remember* As the famous car manufacturer Henry Ford once said “**Coming together is a beginning, staying together is progress, and working together is success** and **you** can be part of making Barnet a place where we want to live and to be proud of it.

Visual and  
Presenter

A steering group of residents met with the producers to discuss their input and what they would like the video to achieve. The producers then created a format and script then have other meetings with the steering group until an agreement is made on what the production will be finalised at.

A meeting was called at every stage of the project, which was coordinated by the producers and facilitated by the Resident Participation Department.

On completion of the video a sample was supplied for residents’ approval before any were produced for use by Barnet Homes

Before any video is used a training programme was arranged and completed by all front line staff

It is recognised and important that the video produced complies with the equal opportunities of Barnet Homes and tackles and addresses the fact that some residents may think could exclude them from being involved such as age, ethnicity, gender, disability or language. The video/DVD has been translated in 7 languages on to 5 dvd’s namely Turkish, Somali, Portuguese, Albanian, Arabic, Farsi, and Gujarati with a language selector built in.

The project is twofold and aimed that ensuring resident Participation is not an event but a process and that Barnet Homes is proactive ensuring Resident Participation is the ethos of the organisation.

Currently the Officers are using the DVD during their visits and this will be evaluated to gauge the success and a Good Practice Guide produced.

For further information contact:

Hughie Clark  
Resident Participation Officer  
Barnet Homes  
9<sup>th</sup> Floor Barnet House  
1255 High Road  
Whetstone  
London  
N20 0EJ