



Hexagon positively welcomes the involvement of residents in shaping the delivery of our services. We value the time and commitment which residents put in. In return we will make the following commitments to make sure that getting involved is as convenient as possible for you and worth your effort and as useful as possible for us.

Support

We will:

- Pay expenses to ensure involved residents are not put out-of-pocket when invited to meetings at the Hexagon office, including attendance and travel allowances and assistance with child care costs
- Provide support and assistance to the Residents Forum
- Ensure that an appropriate officer attends a meeting of a residents group, where invited with not less than 7 days notice
- Provide dedicated support and annual grant aid to all recognised residents associations

Information

We will:

- Ensure you receive *Home News*, the quarterly magazine for residents
- Provide information to residents through a variety of ways, including letter, newsletter, phone call, text, e-mail, the Hexagon website, flyers and at meetings
- Inform you of the dates, times and venues of meetings not less than 7 days in advance
- Publish the Resident Involvement & Service User Statement, which outlines the variety of ways in which you can get involved

Engagement

We will:

- Ask you how you would like to become involved, at least once a year
- Send the notes of a meeting, within 14 days, to everyone that attended, and inform them of the outcomes arising from that meeting
- Provide practical and financial resources to support residents to become involved, including a dedicated staff and budget to enable activities to happen
- Report the outcomes of resident consultation exercises in *Home News*

Good service

We will:

- Review the Resident Involvement Policy, the Involvement Statement and service standards every two years
- Provide ways which will allow you to monitor Hexagon's performance across a range of services
- Provide timely information in the right way in order that residents and service users can be properly equipped to become involved with Hexagon, and influence services
- We will analyse resident involvement activity annually, and work to ensure that underrepresented groups of residents are encouraged to get involved

If you would like this document produced in your own language, in Braille, large print or audio, please let us know.