

# Participation and Involvement

## Minimum Standards

### Core Accommodation Services

#### Framework expects all core accommodation services to:

- Hold a fortnightly resident/tenants meeting that:
  - Is advertised within the service. This will include, but not limited to, the use of the **Framework Community** posters, conversations with residents/tenants during support plan sessions and reminders put through people's doors
  - Is in person and held somewhere appropriate within the service
  - Refreshments (tea and coffee) provided and snacks if suitable/affordable
  - Is no longer than 45 minutes
  - Is ran by the Manager/Assistant Manager and the nominated Involvement Champion
  - Make notes during the meetings and share with the staff team/residents/tenants afterwards. The meeting notes will be saved/stored locally within the service
  - Is relaxed and welcoming and held in an informal environment
- Each meeting will have an agenda and cover, but not limited to, the below topics:
  - Any key updates from the service/organisation
  - Three questions will be asked and discussed with the attendees:
    - What is going well within the service?
    - What is not going so well within the service?
    - What could be better within the service?
  - A timetable that details all of the participation and involvement activities for that week/the following week (dependant on the day of the meeting)
- The re-introduction/introduction of a suggestion box which needs to be situated in an accessible and communal area with blank suggestion slips placed nearby. The suggestion box will need to be checked weekly for suggestions and the responses recorded locally. The suggestion box will also display a scannable QR code that residents/tenants can use if they prefer to submit their suggestions online
- Posters to be displayed within the service which will include, but not limited to, the below:
  - Activity posters advertising upcoming participation and involvement activities. These will be printed onto the **Framework Community** posters
  - A poster detailing how to make a complaint
  - Advocacy options poster
  - A weekly activity plan that will be printed onto the **Framework Community** posters

