

Help Raven set our budget

This survey asks for your views on how Raven could make savings and investments from April 2012. Please return it to us by 14 October. The ideas below have been developed by residents and Raven staff.

Savings ideas

Your comments

1. Setting up a volunteer scheme for Raven residents

Raven residents could volunteer in many areas of the organisation and beyond. This could provide valuable work experience, enhance skills and give volunteers a sense of achievement as well as potentially save Raven money on running costs and staff time. See the autumn issue of Raven Times for more information about how a volunteer scheme could work.

YES

a good idea

NO

not a good idea

2. Shared garden scheme

Raven could host a scheme to match tenants without gardens to tenants with gardens that they don't use or can't cope with. This could be a way to deal with problem gardens and also give those that are interested the potential to grow food and develop community spirit. This has been done successfully in many areas of the country.

YES

a good idea

NO

not a good idea

3. Furniture recycling

Raven could host a furniture recycling facility on our website where furniture can be advertised free of charge to anyone who could use it. This could reduce the cost of our bulky collections, reduce the amount of fly tipping and promote the idea of recycling. Raven could also offer a low cost delivery service.

YES

a good idea

NO

not a good idea

4. Review the opening hours of the customer service centre

Raven's customer service centre is open until 6pm, Monday to Friday. Between 5pm and 6pm, we have two staff working but receive no more than 8-12 calls on average. Should the centre close at 5pm, using this staff time earlier in the day, but continue to offer one 'late' evening per week? (Reception would not be affected).

YES

a good idea

NO

not a good idea

5. Major works while you're living in your home

Homes that are empty and need a new bathroom and/or kitchen as part of Decent Homes are left empty for several weeks while the work is done. Residents could be offered these properties sooner if they are happy to live there while work is being carried out and would have a say in the design of their kitchen/bathroom.

YES

a good idea

NO

not a good idea

6. Direct debit incentives

Raven offers a one-off £10 incentive to residents who set up rent payments via direct debit. Payment by Allpay costs Raven 50p per transaction and this can be very expensive. Should Raven offer more incentives to encourage residents to pay by direct debit?

YES

a good idea

NO

not a good idea

If you don't pay your rent by direct debit, what would encourage you to set this up?



How would you like to see Raven spend some of the savings which are made?



Spending ideas

Your comments

1. Skills training

Raven could offer a wider range of skills training which includes first aid, growing your own food and managing your money. This is an investment in communities which enhances residents' life skills.

YES
a good idea

NO
not a good idea

2. Apprenticeships and social enterprise

Raven could invest money in creating new apprenticeship opportunities for Raven residents. We could also provide training and support to those who want to set up their own social enterprise (a business which benefits the community).

YES
a good idea

NO
not a good idea

3. Helping you to reduce your fuel bills

Raven could provide bookable appointments with a trained member of staff who can assess how you can be more energy efficient and reduce your fuel bills. We could also provide some tools (e.g. energy efficient light bulbs and energy monitors) to make this easier.

YES
a good idea

NO
not a good idea

How else do you think that Raven could save money? Please give us your ideas below. The best idea (as chosen by Jonathan Higgs, chief executive) will win a £50 shopping voucher.

Your saving or spending idea 1

Your saving or spending idea 2

Your saving or spending idea 3

Results of this survey will be published in the winter issue of Raven Times. If you would like to discuss this survey with someone, please contact the community investment team on **01737 272400** or email **resident.involvement@ravenht.org.uk**

Name: _____

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Postcode _____

Email address: _____

Telephone number: _____