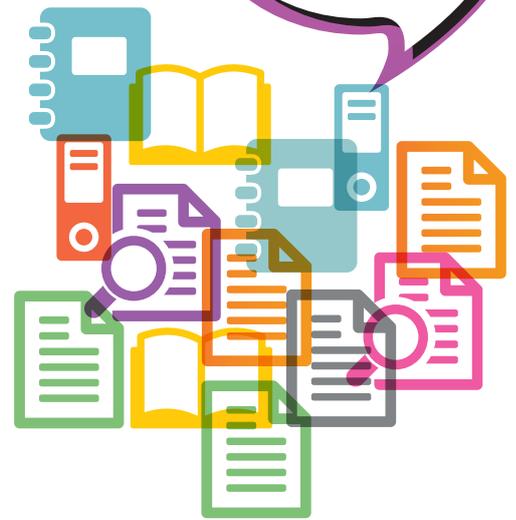


GET INVOLVED

Your Services

Reading Group

We regularly review what residents are telling us and make changes as a result of this. Becoming a 'reader' and reviewing our draft documents will help to make sure that they are fit for purpose, written in plain English, make sense, and can be understood by residents from a variety of backgrounds. Reading Group documents are circulated via email, online or in the post, meaning that the group do not have regular formal meetings. One of the easiest ways for you to have your say!



MAKING INFORMATION CLEAR FOR EVERYONE FROM THE COMFORT OF YOUR OWN HOME,

**By Sue Iwai
Reading Group Member**

I'm Vice Chair of White City Residents' Association and a full time Carer who writes poems, blogs and children's stories as a hobby. I volunteered to be part of the Reading Group because I can easily scan documents for punctuation, errors, and recommend editing sentences or phrases which might cause confusion. Excess language and 'preaching' can also put off a reader before the main point of the message has been delivered.

All of this I do from home on a computer or a tablet at times that suits my busy schedule. It's a great cure for insomnia and I get a great deal of satisfaction from 'cleaning' up a document. I know I have

helped clarify information for others, making it user-friendly and more inviting. When you realise you're being listened to it's a great motivator to do more! We still need you to join us. You can't say you weren't asked!



Key Facts Explained

	As and when needed, a few times a month when you are free
	From the comfort of your own home via either email or postal return
	Read a policy, leaflet, or letter and tell us your views, if it makes sense, and what you think of the content
	Up to 30 minutes per read

It's time for you to make a difference



Approved
by residents
June 2017

h&f
hammersmith & fulham

What will I do as a reader?

- Help us to check if the message is clear in our documents
- Tell us if the content is too much or too little
- Let us know if the graphics and images work in the document
- Help us to get the style and tone of the document right

What will be the result of my involvement?

- Your views and feedback will help us to know if we are delivering clear and useful information
- You will be helping to make communications better for all council housing residents
- We will provide you with a summary of the feedback that we receive for each Reading Group task that you undertake, so you can understand how your feedback has been listened to



For more information on joining the Reading Group, please contact the **Resident Involvement Team:**

By email: **GetInvolved@lbhf.gov.uk**

By web: **www.lbhf.gov.uk/residentinvolvement**

By phone: **020 8753 6652**

In writing: **3rd Floor, Town Hall Extension, King Street, W6 9JU**