



# It's all about You

This is the current information that we hold about you, if any of it is incorrect or incomplete then please use Section 1 [Pg.3] to up date your information. Please remember to complete the rest of Section 1 and all of Section 2.



# It's all about You

## What is it's all about you?

At Derwentside Homes we care about our customers. That is why we want you to tell us all about you and your family so that we can make sure that the services we provide match your needs. We want to make sure that our services aren't discriminating against any particular group or section of society and that's why the 'it's all about you' project is so important.

## What we want to know about you?

The form asks you to provide some information about yourself and your partners (if someone lives with you). There are some simple standard questions about your age, your gender, your religion, your ethnic background and sexuality. We then want you to tell us if anyone else living in your home has different circumstances from you.

## Why should I give Derwentside Homes this information?

The information you give us will help us to help you, it's as simple as that. The information you give us will help to shape our services ensuring that we provide help, information and support when and how you need it; for example we want to know about the services you may require in the future and how much demand there may be for aids and adaptations. We also want to make sure that our services don't discriminate against any group or individual, sexuality, race and religion are common reasons that people face discrimination and harassment. If we have the appropriate information then we can act. However we do respect your privacy, if there is a question which you prefer not to answer please simply leave this question blank.

There is also the chance to win some fantastic prizes simply by completing the form! Everyone who returns their completed form will be entered into a free prize draw.

## How will Derwentside Homes keep my information safe?

Derwentside Homes is committed to the protection of personal information and is subject to the Data Protection Act. We guarantee that your information will be held securely, in accordance with data protection laws.

## What happens next?

1. Complete the form and post it back to us by Friday 12<sup>th</sup> November in the freepost envelope provided
2. If you need any help completing this form please call Scancapture on 01254 888157.  
For any other queries please contact us on 0800 783 9295 or 01207 521 100.
3. You can also complete the form at our head office, on our website at [www.derwentsidehomes.co.uk](http://www.derwentsidehomes.co.uk) or someone can come to your home to help you complete it.

If we don't hear from you over the next few weeks, we may telephone you or call to visit.

Section 1 asks about you and section 2 asks for information about everyone who lives in your household.

# Section 1

If any of the information printed on the front cover of this questionnaire is incorrect or incomplete, please use the space below to tell us of any changes. Please remember to complete the rest of Section 1 and all of Section 2.

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 Telephone Number \_\_\_\_\_ Mobile Number \_\_\_\_\_  
 Email Address \_\_\_\_\_  
 Gender (please tick) Male  Female  Transgender   
 Date of Birth (DDMMYYYY)   
 Relationship Status Single  Married  Engaged  Partnered   
 Widowed  Divorced/Separated  Civil Partnership   
 National Insurance Number

## Your ethnic origin

Derwentside Homes needs to collect information about the ethnic group of customers to help us meet your needs and ensure everyone has equal access to the services we provide.

White	Asian	
British	<input type="checkbox"/> Asian British	<input type="checkbox"/> Do you consider yourself as a member of the Traveller or Gypsy Community? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
Irish	<input type="checkbox"/> Indian	
Eastern European	<input type="checkbox"/> Pakistani	
Other European	<input type="checkbox"/> Bangladeshi	
Other	<input type="checkbox"/> Chinese	
	<input type="checkbox"/> Japanese	<input type="checkbox"/>
	<input type="checkbox"/> Other	<input type="checkbox"/>
Black	Mixed	If you have answered OTHER then please state your nationality below:
Black British	<input type="checkbox"/> White/Black Caribbean	<input type="checkbox"/>
Black African	<input type="checkbox"/> White/Black African	<input type="checkbox"/>
Black Caribbean	<input type="checkbox"/> White/Asian	<input type="checkbox"/>
Other	<input type="checkbox"/> Other	<input type="checkbox"/>

## Disability & Vulnerability

Do you consider yourself Disabled or Vulnerable?

Yes

No

If you have a disability or impairment please tick as many boxes that best describe your disability:

Registered Blind

Deaf / Hearing Impaired

Wheelchair User

Language Difficulties

Mental Health Issues

Cancer

Visually Impaired

Problems with everyday tasks

Learning difficulties

Mobility Problems

Trouble with reading /  
numbers

Other

If you have answered OTHER then please state your disability or impairment below:

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## Support

Do you have anyone who acts on your behalf, provides you with regular support or perhaps deals with correspondence? We can send your tenancy information to a carer / family member instead of sending it to you. If you would prefer this, please leave their details below.

Name

Address

Telephone Number

Relationship to you

## Sexual Orientation

We are sensitive to the needs of customers and would like to strengthen our policies and procedures on Equality and Diversity. This information will help us understand your needs and help us deliver services that meet those needs. We do appreciate that this information may be sensitive so you can choose not to answer if you prefer.

Heterosexual / Straight

Lesbian / Gay Woman

Other

Homosexual /Gay Man

Bi-sexual

If you have answered OTHER then please state your sexual orientation below:

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## Employment Details and Income

We need to ask questions about your income in order to understand who lives in our neighbourhoods. We can also help you access a range of services, including access to a basic bank account, money advice and help with accessing employment opportunities.

Please tick the box that best describes your current work status:

- |   |                          |
|---|--------------------------|
| Employed full time (30 hours or more per week)        | <input type="checkbox"/> |
| Employed part time (less than 30 hours per week)      | <input type="checkbox"/> |
| Self-employed (full or part time)                     | <input type="checkbox"/> |
| Government supported training                         | <input type="checkbox"/> |
| Unemployed and available for work                     | <input type="checkbox"/> |
| Retired from work                                     | <input type="checkbox"/> |
| Looking after family / home                           | <input type="checkbox"/> |
| Full-time education at school, college and university | <input type="checkbox"/> |
| Permanently sick or disabled                          | <input type="checkbox"/> |

If you are doing something else then please tell us about it in the space below:

- |  |                                       |                                      |                                      |                                 |
|--|---------------------------------------|--------------------------------------|--------------------------------------|---------------------------------|
| If you aren't in employment, would you like help to get into work? | Yes <input type="checkbox"/>          | No <input type="checkbox"/>          |                                      |                                 |
| What is your average weekly household income                       | Up to £100 <input type="checkbox"/>   | £100 - £200 <input type="checkbox"/> | £200 - £300 <input type="checkbox"/> | £300 + <input type="checkbox"/> |
| Do you have a bank account?  | Yes <input type="checkbox"/>          | No <input type="checkbox"/>          |                                      |                                 |
| How do you pay your rent?  | Direct Debit <input type="checkbox"/> | Paypoint <input type="checkbox"/>    | Telephone <input type="checkbox"/>   | Other <input type="checkbox"/>  |
| Would you like help with debt or money related issues              | Yes <input type="checkbox"/>          | No <input type="checkbox"/>          |                                      |                                 |
| Would you like help with welfare benefits?                         | Yes <input type="checkbox"/>          | No <input type="checkbox"/>          |                                      |                                 |
| Do you have home contents insurance?                               | Yes <input type="checkbox"/>          | No <input type="checkbox"/>          |                                      |                                 |

## Involving You

We want to involve customers in developing and improving services. Would you like to get more involved and have a say about how Derwentside Homes and its partners deliver services for you? We have a range of involvement opportunities from receiving information to being a Member on the Board.

Please tell us how you would like to get involved:

- |                               |                          |                  |                          |                            |                          |
|-------------------------------|--------------------------|------------------|--------------------------|----------------------------|--------------------------|
| Receiving regular information | <input type="checkbox"/> | Customer Panels  | <input type="checkbox"/> | Tenants' Forum             | <input type="checkbox"/> |
| Consultation events           | <input type="checkbox"/> | Training Courses | <input type="checkbox"/> | Residents' Association     | <input type="checkbox"/> |
| Surveys                       | <input type="checkbox"/> | Editorial Panel  | <input type="checkbox"/> | Neighbourhood Voice        | <input type="checkbox"/> |
| Email Group                   | <input type="checkbox"/> | SoWat Group      | <input type="checkbox"/> | Other (Please state below) | <input type="checkbox"/> |
| Scrutiny panel                | <input type="checkbox"/> |                  |                          |                            |                          |
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## Preferred Methods of Communication

We would like to keep our customers involved in developing our services so we can provide services that are accessible. This section gives you the opportunity to let us know how you would prefer us to contact you when we need to.

- I would rather speak to someone face to face than by phone
- I would rather be contacted by phone than receive a letter   
(by law we do have to send you some letters, but we will make sure that someone also contacts you by phone to let you know what the letter is about)
- I would like to receive phone calls through Typetalk as I have a hearing impairment
- I would like a sign language interpreter present when you deal with me face to face
- I would like written documents translated into my preferred language

Please tell us your preferred language:

- I would like to receive all correspondence in Braille
- I would like to receive all correspondence in Large Print
- I would like to receive all correspondence on Audio Tape
- I would like an interpreter to explain documents to me
- I would like to receive correspondence by email
- I am happy to be contacted by any standard method
- I would prefer to be sent information by text   
(please make sure you have given us your mobile number)

## Using your computer to access services

Lots of people use computers as a way of accessing services, whether to do their weekly shopping, pay bills or bank online. We would like to develop our website to provide you with more information that you can access at home whenever you want.

- Do you have a home computer or access to one where you live? Yes  No
- Do you have access to the internet? Yes  No
- Would you like to be able to access your rent statements online? Yes  No
- Would you be interested in computer related training? Yes  No
- Would you like to be able to read and access more information on the website? Yes  No

If yes, please tell us what you would like to access

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## Do you use a social networking site?

If yes, do you use

- Facebook  Twitter  Myspace  Bebo  Other
- Please State \_\_\_\_\_

# Section 2

## Your Household

Please tell us about everyone who lives with you all of the time. We want to be able to plan for the future and also provide services that are relevant for everyone living in our homes, so it's really important to us that we receive this information.

**Ethnic Origin** – if anyone's ethnic origin is different to your own, please tell us what it is

**Disability** – if anyone else in your household is disabled, please state what the disability / impairment is

**Relationship to you** – please let us know what relationship the person is to you, e.g. husband, wife, daughter, son etc

Name	Date of Birth	Ethnic Origin	Male/Female	Disability	Relationship to you

## How can we tailor our services to you?

Is there anything else we need to do that would make it easier for you, or a member of your family to access our services?

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Authorisation

I agree for the above information that I have provided to Derwentside Homes to be used to update their customer records to help them improve services.

Please don't forget to sign and date the form, thank you.

Print Name:

Signature:

Date:

Thank you for taking the time to complete this questionnaire. It is very important to us and it will help us to improve. Remember, send your completed form back before Friday 12<sup>th</sup> November for your chance to win a laptop, fridge freezer, washing machine and shopping vouchers in our prize draw.

Prize draw rules – only open to Derwentside Homes' Tenants. Only one entry per household. If a winners rent account is in arrears a cash alternative to the prize will be used to reduce the arrears. There are no alternative prizes. The winner will be drawn on Friday 12<sup>th</sup> November. Derwentside Homes decision is final in all matters.

If you require this document in different formats, languages, large print, Braille or audiotape please contact us using the contact details at the bottom of this page.

**বাংলা**  
Bengali *আপনার যদি এই ডকুমেন্টটি বিভিন্ন আকারে, ভাষায়, বড় ছাপায়, ব্রেইল অথবা অডিওটেপে প্রয়োজন হয় তাহলে অনুগ্রহ করে এই পৃষ্ঠার নিচের যোগাযোগের বিবরণটি কাজে লাগিয়ে আমাদের সাথে যোগাযোগ করুন।*

**中文**  
Chinese *如果您想收到本文件的不同格式版本、其他语言版本、大字体版、盲文版或录音磁带，请按照本页末尾的联系方式与我们联系。*

**हिंदी**  
Hindi *यह दस्तावेज विभिन्न आरूपों में, भाषाओं में, बड़ी छपाई, ब्रेल या ऑडिओ टेप के रूप में चाहते हैं तो कृपया इस पन्ने के नीचे दिये गए संपर्क ब्योरे का उपयोग करके हमसे संपर्क करें।*

**Magyar**  
Hungarian *Ha Ön eltérő formátumban, más nyelven, nagy betűs nyomtatással, Braille írással vagy hangszalagon szeretné megkapni ezt a nyomtatványt, lépjen érintkezésbe velünk a lap alján található kapcsolat felvételi címek használatával.*

**Latviešu**  
Latvian *Ja jums šis dokuments ir nepieciešams dažādos formātos, valodās, lielā drukā, Braila rakstā vai audioierakstā, lūdzu, sazinieties ar mums izmantojot kontaktinformāciju šīs lappuses apakšā.*

**Lietuviškai**  
Lithuanian *Jeigu jums reikia šio dokumento kitais formatais, kalbomis, dideliu šriftu, Brailio raštu arba įrašytu į garsajuostę, prašome susisiekti su mumis, naudojant šio puslapio apačioje pateiktus kontaktinius duomenis.*

**Polski**  
Polish *W przypadku zainteresowania wersją dokumentu w innym formacie, języku, wydaniem drukowanym dużą czcionką, pisany alfabetem Braille'a lub w formie nagrania, prosimy o kontakt. Dane kontaktowe podano na dole strony.*

**ਪੰਜਾਬੀ**  
Punjabi *ਇਹ ਦਸਤਾਵੇਜ਼ ਅਲੱਗ ਅਲੱਗ ਸਰੂਪਾਂ, ਭਾਸ਼ਾਵਾਂ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਇਸ ਪੰਨੇ ਦੇ ਹੇਠਲੇ ਹਿੱਸੇ 'ਤੇ ਦਿੱਤੇ ਸੰਪਰਕ ਵੇਰਵੇ ਦੀ ਵਰਤੋਂ ਕਰਕੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।*

**اردو**  
Urdu *اگر آپ کو یہ دستاویز مختلف اشکال، زبانوں، جلی حروف، بریل یا آڈیو ٹیپ میں درکار ہو، تو براہ مہربانی اس صفحے کے نچلے حصے میں دی ہوئی رابطہ تفصیلات استعمال کر کے ہم سے رابطہ کریں۔*



### Customer Services

Derwentside Homes,  
Greengates House,  
Amos Drive,  
Greencroft Industrial Park,  
Stanley,  
County Durham  
DH9 7YE



0800 783 9295 or 01207 521 100



customer.services@derwentsidehomes.co.uk



www.derwentsidehomes.co.uk

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