



## **Resident Involvement Strategy**

### **1. STATEMENT OF VALUES**

BCHG understands that it is accountable to its residents and that resident involvement is vital in making sure that accountability is protected. The Group is determined to meet the highest standards in delivering services to its residents, and understands that effective resident involvement is vital if those standards are to be achieved and maintained. The Group believes in the active involvement of residents in the running of the Group and the management of their homes.

Our relationship with our residents works on differing levels, as tenant and landlord as service providers and service recipients, but most crucially as partners in achieving a win/win outcome. As an organisation, the Board of management places the delivery of excellent services as a high priority in order that residents live in homes that they are proud of. Through working together we will achieve these aims.

Our commitment extends to the requirement for a Group champion for resident involvement. It ensures that all staff must attend a resident involvement training session to ensure that they have an effective understanding of the role residents play in shaping our services and can play an active part in promoting the range of involvement opportunities on offer.

### **2. OUTCOMES TO BE ACHIEVED BY THE STRATEGY:**

- Increased satisfaction that residents have in the services provided by BCHG;
- To enable resident focussed services to be provided;
- Provide choice for residents;
- Increase the satisfaction that residents have in the opportunities to participate in decision-making processes at BCHG;
- Enhancement of our accountability to residents;
- Strengthen the governance of BCHG;
- Residents demonstrably influencing management decisions made;
- The provision of better information about our services;

Resident involvement is a theme that cuts across every service that we provide. Resident Involvement appears in all of our strategies and in our plans

in order to achieve excellence in service delivery. BCHG will offer a full range of resident involvement opportunities so that improvements to our services are always driven by customers themselves. We will achieve this by embedding resident involvement into all functions and activities of the company.

### **3. CONTEXT**

#### *A. Aim*

The Aim of this strategy is to ensure that residents receive services of the highest quality, and to deliver the highest possible resident satisfaction through placing involvement of residents at the heart of the business. As part of that process residents will be supported and aided in developing their capacities to participate. Being both a small association and one with housing stock scattered around the Black Country and Birmingham will be challenging, but we are committed to providing the resources necessary to deliver this strategy effectively.

#### *B. Links to the Business Plan*

- Delivering resident influenced services
- Delivering quality customer focused services
- Delivering more sustainable life styles

#### *C. Policy Context*

Resident involvement is a rapidly developing area with an increasing focus on accountability for service levels, value for money, standard setting, service specification etc.

There have been a number of recent papers, reports and reviews on the expectations of residents in their involvement with their landlords including the following.

- Cave review – ‘every tenant matters’
- Tenant Involvement Commission – ‘What tenants want’
- Elton review – Regulatory and Compliance Requirements for Registered Social Landlords
- Housing Corporation and Chartered Institute Of Housing – leading the way achieving resident driven accountability and excellence

What is clear from all of these reviews and reports is a requirement to put residents at the heart of the business.

#### **4. AIMS AND OBJECTIVES TO BE ACHIEVED BY THE STRATEGY**

*A. The aims of resident involvement activities are to:*

- Make Resident Involvement a part of every employee's role
- Make sure that staff work with residents when they are assessing service delivery or looking at new initiatives
- Increase resident satisfaction with opportunities to participate
- Establish and maintain a well developed customer pool from those residents who want to get involved in improving services
- Provide an inclusive, comprehensive and well developed training programme to support residents to get involved and maintain involvement
- Work effectively in neighbourhoods with our partners
- Ensure that we assess and monitor costs to ensure value for money
- Assess our performance twice a year against the achievement of our aims and objectives
- Enable residents to influence maintenance and housing decisions
- Ensure broad representation from the range of our residents - i.e. supported housing, BME, women
- Demonstrate how residents have influenced strategies, policies and continuous improvement- BV reviews

*B. Objectives*

BCHG will dedicate a member of staff to achieve the corporate and strategic objectives outlined in this strategy. Operational matters arising from this strategy is the responsibility of the relevant departments of the organisation. To achieve this we will:

- Develop local initiatives and encourage local residents groups and ensure they are representative of the local community (in terms of age, disability, gender, ethnicity, religion and sexual orientation.)
- Monitor the likely impact of our activities on diverse communities by carrying out impact assessments
- Review and advertise widely the support available for residents who get involved
- Develop better links to community groups and greater participation with minority groups

#### **5. REVIEWING OUR WORK**

Every year we will review our progress and report these and any changes necessary to the Board.

## 6. KEY ACTION POINTS

<b>Aim</b>	<b>Action required</b>	<b>Who/ When</b>
1. A corporate approach to our work with residents	Organise training for staff across all levels of the organisation to ensure that resident involvement is at the heart of BCHG's business planning and ethos of the organisation	<b>HR- September 2009</b>
2. Provide opportunities for residents to influence all decisions about new homes and services	<p>Establish a structure that ensures that change is informed through resident involvement and consultation.</p> <p>Record contacts with residents where their views have been sought.</p> <p>Work with residents to devise service standards across a range of areas of the business</p> <p>Feedback to residents through CHAT about all consultation undertaken and the changes made either in service delivery or in policies as a result of their input;</p> <p>Respond to and record all compliments and complaints. Reports will be submitted to the Board every 6 months.</p> <p>Analyse complaints and compliments to detect any policy issues that need to be addressed.</p>	<p><b>JAR September 2009</b></p> <p><b>RI Strategic group officers- On going HH- July 2009</b></p> <p><b>JAR- Ongoing</b></p> <p><b>RM- February 2009</b></p> <p><b>RM/ JAR- September 2009</b></p>
3. Strengthen the relationship between residents and staff to ensure a partnership approach in delivering the	Build on the existing good practice that brings staff and residents together to ensure that this strategy is delivered and evolves.	<p><b>RM/ JAR- September 2009</b></p> <p><b>RI</b></p>

strategy	<p>Organise road shows throughout the year in areas local to residents.</p> <p>Publish all scheduled opportunities for resident involvement in CHAT.</p> <p>Identify a champion for resident involvement across the Group.</p>	<p><b>Strategic group officers February 2010</b>  <b>KD/ AB/ JP/ SF- May 2009</b></p> <p><b>CMT- Feb 2009</b></p>
4. Improve the flow of information and communication between staff and residents	<p>Establish one database to record and respond to resident input.</p> <p>Provide sufficient information in a range of suitable formats so that residents can access it in a way that suits them for example through the internet, e-mail and print.</p> <p>Devise a new leaflet with residents to promote resident involvement.</p>	<p><b>SP- February 2009</b></p> <p><b>RI strategic group officers- September 2009</b></p> <p><b>RI strategic group officers- September 2009</b></p>
5. Provide opportunities for residents to input into decisions that BCHG's Board is required to make.	<p>Establish a formal structure to enable the Board to establish contact with residents and vice versa, for example by e-mail, through CHAT and at the road shows.</p> <p>Organise events where residents can meet with a resident on the Board.</p> <p>Establish a formal process to elect future residents onto BCHG's Board of Management.</p>	<p><b>JAR- September 2009</b></p> <p><b>EP- December 2009</b>  <b>JAR- September 2009</b></p>

6. Reviewing progress	Analyse whether the outcomes in the strategy have been achieved and report this to the Board every 6 months.	<b>JAR- April 2010</b>
	Ensure resident's satisfaction is measured across a range of services utilising existing mechanisms, for example the Consumer Panel. Report the findings to the Board.	<b>JAR- April 2010</b>
	Benchmark BCHG's resident involvement work, including costs and identify good practice in resident involvement through attending the Network for Resident Involvement.	<b>SH- On going</b>

**Key**

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