

Residential Involvement Statement



Building Successful Communities



**Message from
Mark Harland
Chair of
North Lincolnshire
Homes**

I am delighted to introduce North Lincolnshire Homes' Resident Involvement Statement.

I hope you find this document interesting and it gives you an insight into North Lincolnshire Homes' commitment to ensuring real, meaningful resident input is central to the decisions made. In my role on the Board, and as a tenant myself, I am particularly pleased that this commitment, displayed by staff and residents, has been recognised by the Tenant Participation Advisory Service (TPAS) and that North Lincolnshire Homes has received formal accreditation for its excellent work in resident involvement.

I welcome Janine Mee's contribution to this statement as Chair of Community Voice. Community Voice has developed over time into an effective resident group working in partnership with North Lincolnshire Homes to help deliver quality services. We will continue to support the active participation of Community Voice and encourage other residents to get involved by sampling our Menu of Options. This is because we don't just believe that resident involvement can make a difference, we know it can. The views of all residents count, so please look at the different ways you can be involved and let your voices be heard.



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**Message from
Janine Mee,
Chair of Community
Voice**



More than ever before residents have a part to play in the future of North Lincolnshire Homes. When you read through this Resident Involvement Statement you will see that a great deal of time and hard work has been spent to make sure that residents can influence and shape the services we receive. Community Voice has worked closely with North Lincolnshire Homes to look at the structures of resident involvement activity, consider what has been achieved and seek to ensure that services provide us with value for money. This work has resulted in some changes being made and an expansion of involvement opportunities becoming available. The current resident involvement opportunities are all listed in our popular Menu of Options. We hope that you will get involved and have your say.

Introduction

This statement has been developed, produced and agreed by North Lincolnshire Homes and Community Voice and through wider consultation with staff and tenants. North Lincolnshire Homes recognises that excellent services are achieved through genuine and active involvement of residents in decision making and the monitoring of activities. With this in mind, we continue to actively seek to encourage more people to get involved in

consultation and participation. North Lincolnshire Homes has a duty to keep residents informed of its activities and to consult with customers on proposals and changes which will affect them. We give a genuine commitment to developing existing and new innovative methods of involvement to ensure that everyone has the opportunity to contribute at a level that suits them.



Our Aims & Objectives

Through our resident involvement activities, we aim to:

- ✓ Make resident involvement an integral part of North Lincolnshire Homes by ensuring that we listen and respond to residents' views and use these to shape the way we deliver our services and to influence business strategy for the future.
- ✓ Make the service accountable to tenants by encouraging them to be involved in the scrutiny of customer facing services and issues.
- ✓ Have a reputation for excellence in resident involvement by promoting our success in achieving TPAS Accreditation.
- ✓ Provide clear information to all residents about any matters that affect them or their homes. This information will be available in alternative formats to suit the needs of the individual.
- ✓ Expand the Menu of Opportunities for Involvement (Menu of Options), so that residents can participate at the level that they are comfortable with.
- ✓ Encourage tenants and leaseholders to become Ordinary Members of North Lincolnshire Homes so that they can vote at Annual General Meetings and put themselves forward to be Tenant Board Members.
- ✓ Promote the opportunities and benefits of becoming a Tenant Board Member to all.
- ✓ Promote opportunities to participate in a variety of resident group structures and provide succession planning opportunities so that interested parties can gain the skills to be able to access these structures.
- ✓ Ensure our resident groups are representative of the wider tenant population.
- ✓ Continue to support and promote all involvement opportunities such as resident volunteers, tenant board members, resident associations and community groups by providing advice, practical help, training and financial support.
- ✓ Facilitate tenant led projects so that tenants are at the heart of decision making.

- ✓ Involve tenants in the selection and choices of materials and components for their homes and neighbourhoods.
- ✓ Offer training to residents to allow them to become further involved, informed and empowered to participate effectively.
- ✓ Continue to provide a dedicated budget for the development and support of resident involvement activities and consultation.
- ✓ Support wider community development projects, including community cohesion and inclusion (digital, social and financial).
- ✓ Involve residents in the design and redevelopment of modernisation schemes and new developments.
- ✓ Welcome complaints, comments and compliments; to learn from them and to use them to influence improvements to service delivery.
- ✓ Recognise that everybody is different and is free from unlawful discrimination and harassment.



What we plan to do



- Involve residents in the setting and reviewing of Service Standards.
- Work in partnership with residents to undertake resident involvement impact assessments of all policies and services.
- Include residents in the production of our written materials, from seeking ideas for newsletter articles to making sure the language is reader friendly.
- Develop a suite of customer satisfaction surveys.
- Work with young people to address how they want to be involved.
- Involve residents in influencing where value for money savings are redirected.
- Continue to recognise, support and work in partnership with Community Voice as the main representative resident involvement group structure.
- Make more use of community venues (libraries, schools, colleges, post offices etc.) to give information and to engage people.
- Broaden involvement opportunities via technology (e.g. text messaging, email, digi TV).
- Monitor opportunities for involvement activities with those of other housing associations and providers, learn from networking and best practice, and aim for continuous improvement.
- Encourage all resident involvement volunteers to attend equality, diversity and cultural awareness training.
- Review leaseholder involvement and develop the membership of the Leaseholder Panel.
- Develop the role of the Resident Scrutiny Panel.
- Ensure all resident involvement volunteers sign up to the North Lincolnshire Homes' Code of Conduct.
- Review this Resident Involvement Statement annually in consultation with Community Voice and the wider tenant body.

We welcome and appreciate all residents who engage in any form of participation and acknowledge the significant contribution that they make to North Lincolnshire Homes.

If you would like to know more, please contact North Lincolnshire Homes on (01724) 279900 and ask to speak to a member of the Resident Involvement Team or e-mail resident.involvement@nlhomes.org.uk



Menu of OPTIONS

Would you like to be involved?

Here is a brief summary of all the options available.

TITLE	DESCRIPTION	TIME REQUIRED
<i>Starters</i>	<input type="checkbox"/> 1 Basic information on resident involvement opportunities <input type="checkbox"/> 2 Becoming an Ordinary Member	Half an hour for a chat. Yearly Annual General Meeting.
<i>Special Offers</i>	Which of these service review areas would you like to influence?: <input type="checkbox"/> 1 Costs and budgets <input type="checkbox"/> 2 Customer services, publicity & information <input type="checkbox"/> 3 Disability and special needs housing <input type="checkbox"/> 4 Neighbourhoods & environment <input type="checkbox"/> 5 Housing allocations <input type="checkbox"/> 6 Local housing policies <input type="checkbox"/> 7 Nuisance & disorder <input type="checkbox"/> 8 Rent & rent arrears <input type="checkbox"/> 9 Repairs & improvements <input type="checkbox"/> 10 Service charges <input type="checkbox"/> 11 Sheltered housing <input type="checkbox"/> 12 Welfare & support services	Example - One 4 hour meeting per week for 6 weeks.
<i>Main Courses</i>	Becoming part of a regular group that works in partnership with us on a regular basis: <input type="checkbox"/> 1 Resident Associations <input type="checkbox"/> 2 Tenant Inspectors <input type="checkbox"/> 3 Sheltered Housing Panel <input type="checkbox"/> 4 Leaseholders Panel <input type="checkbox"/> 5 Community Voice <input type="checkbox"/> 6 Special Interest Groups <input type="checkbox"/> 7 Disabled Adaptations Group <input type="checkbox"/> 8 Environmental Panels <input type="checkbox"/> 9 Home Improvement Panel <input type="checkbox"/> 10 Repairs Panel <input type="checkbox"/> 11 Resident Scrutiny Panel <input type="checkbox"/> 12 Tenant Board Member	Regular meetings held either on a monthly, quarterly or half yearly basis.
<i>Side Dishes</i>	From your own home: <input type="checkbox"/> 1 Rural Voice Questionnaire <input type="checkbox"/> 2 E-Mail Quick Response Panel	Occasional input from home.
<i>Desserts</i>	One off, quick hit involvement: <input type="checkbox"/> 1 Focus Group <input type="checkbox"/> 2 Mystery Shopping <input type="checkbox"/> 3 Estate Inspection	One off session, lasting a couple of hours.



**North Lincolnshire
HOMES**

No English?

For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ:

08000 193531 (Bengali) তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন:

08000 193532 (Cantonese) 欲知粵語版的信息, 請致電:

08000 193533 (Hindi) हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें

08000 193537 (Kurdish Sorani) بە زانیاری بە کوردی سۆزانی تەلەفۆن بە ژمارە

08000 193538 (Portuguese) Para mais informação em português contacte-nos através do telefone

08000 193539 (Punjabi) ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ

08000 193540 (Somali) "Warbixinta oo af Soomaali ah wac 08000 193540"

08000 193541 (Urdu) اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔

08000 195587 (Polish) Nie mówisz po angielsku? Po informacje zadzwoń pod numer

08000 195586 (Russian) Не знаете английский? Для информации звоните

**For information in large print, audio or other formats
please call 01724 279900**

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