

North Lincolnshire Homes

Resident Involvement Statement



Better Homes, Stronger Communities



Contents

| | |
|-------------------------|--------|
| Introduction | Page 3 |
| Our Aims and Objectives | Page 4 |
| What we plan to do | Page 5 |
| Menu of Options | Page 6 |

Message from Tony Lightfoot, Chair of North Lincolnshire Homes (NLH)

As the Chair of the Board, I am delighted to introduce the 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.

I am particularly pleased to see Ken Willey'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.

Message from Ken Willey, Chair of Community Voice

This is an important time for residents as we look to the future to ensure that improvements continue to be made to the services we receive from North Lincolnshire Homes.

When you read through this document you will see that a great deal of time and effort has been spent in ensuring residents can influence services.

Community Voice has worked with North Lincolnshire Homes to assess the structures of resident involvement activity.

Our assessments considered what had been achieved and whether it had been value for money. This work has resulted in some changes being implemented and an expansion of involvement opportunities becoming available. The current resident involvement opportunities are all listed in our brand new 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 stakeholders 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 and 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.
- Consult residents on proposals affecting their homes and communities and offer the opportunity to become genuinely involved in the decision-making processes of North Lincolnshire Homes.
- Provide clear information to all residents about any matters that affect them or their homes. This information will be available in alternative formats such as larger print, audio cassette and community languages, on request.
- Seek feedback from residents on service delivery, quality and customer service and act upon this where appropriate.
- Promote opportunities and benefits to become Tenant Board Members.
- Continue to support Tenant Board Members.
- Continue to support and promote resident volunteers and groups by providing advice, practical help and financial support.
- Consult residents in the design and redevelopment of modernisation schemes and new developments.
- Involve tenants in the selection and choices of materials and components for their homes.
- 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 the broader community development projects, where appropriate, according to local need and aspirations.
- Develop our involvement methods in response to residents' needs and wishes.
- We realise that it is important to recognise and value diversity and will continue to work with communities that are made up of a diverse population. We will create an environment which recognises and respects different religions and beliefs and is free from unlawful discrimination and harassment.
- To welcome complaints and compliments and use them to influence future service delivery.
- Utilise all public relation and media opportunities to include resident surveys and encourage feedback.
- Encourage tenants to become Ordinary Members of North Lincolnshire Homes.

What we plan to do

- Continue to comply with the statutory requirements and good practice in resident involvement.
- Work to ensure Community Voice is representative of the tenant population and proactively develop it as the main representative group for North Lincolnshire Homes' residents.
- Work in partnership with Community Voice to undertake impact assessments and reviews of this statement and other resident involvement activities.
- Involve residents in the setting and reviewing of service standards.
- Extend the range of North Lincolnshire Homes information leaflets, publications and publicity materials and other formats of communication.
- Develop resident involvement on the North Lincolnshire Homes website by publicising the Menu of Options available and by posting surveys and questionnaires that residents can respond to.
- Continue to develop and expand the Rural Questionnaire Group to seek comments on our services.
- Conduct a tenant satisfaction survey using STATUS methodology.
- Continue to monitor the levels of people from minority groups taking part in our involvement activities and encourage more people from these groups to participate.
- Visit tenants at places they feel comfortable with rather than expecting them to come to us to participate in formal meetings.
- Include residents in reviews of services.
- Include residents in the production of our communication materials, from seeking ideas for newsletter articles to making sure the language is reader friendly.
- Together with Community Voice, monitor our various resident involvement activities to ensure they constitute value for money.
- Seek new ways of engaging residents and expand the Menu of Options.
- Monitor opportunities for involvement activities with those of other housing associations and providers, learn from best practice and aim for continuous improvement.
- Facilitate an Annual Tenant Conference.
- Ensure all Community Voice members attend equality, diversity and cultural awareness training.
- Review this Resident Involvement Statement annually in consultation with Community Voice and the wider tenant body.

Each time a new method of resident participation is developed we will ask for volunteers to be involved. We will do this through our newsletter Key News, our website and by contacting residents who are currently involved in participation activities, or those that have already expressed an interest in participating in the future.

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.

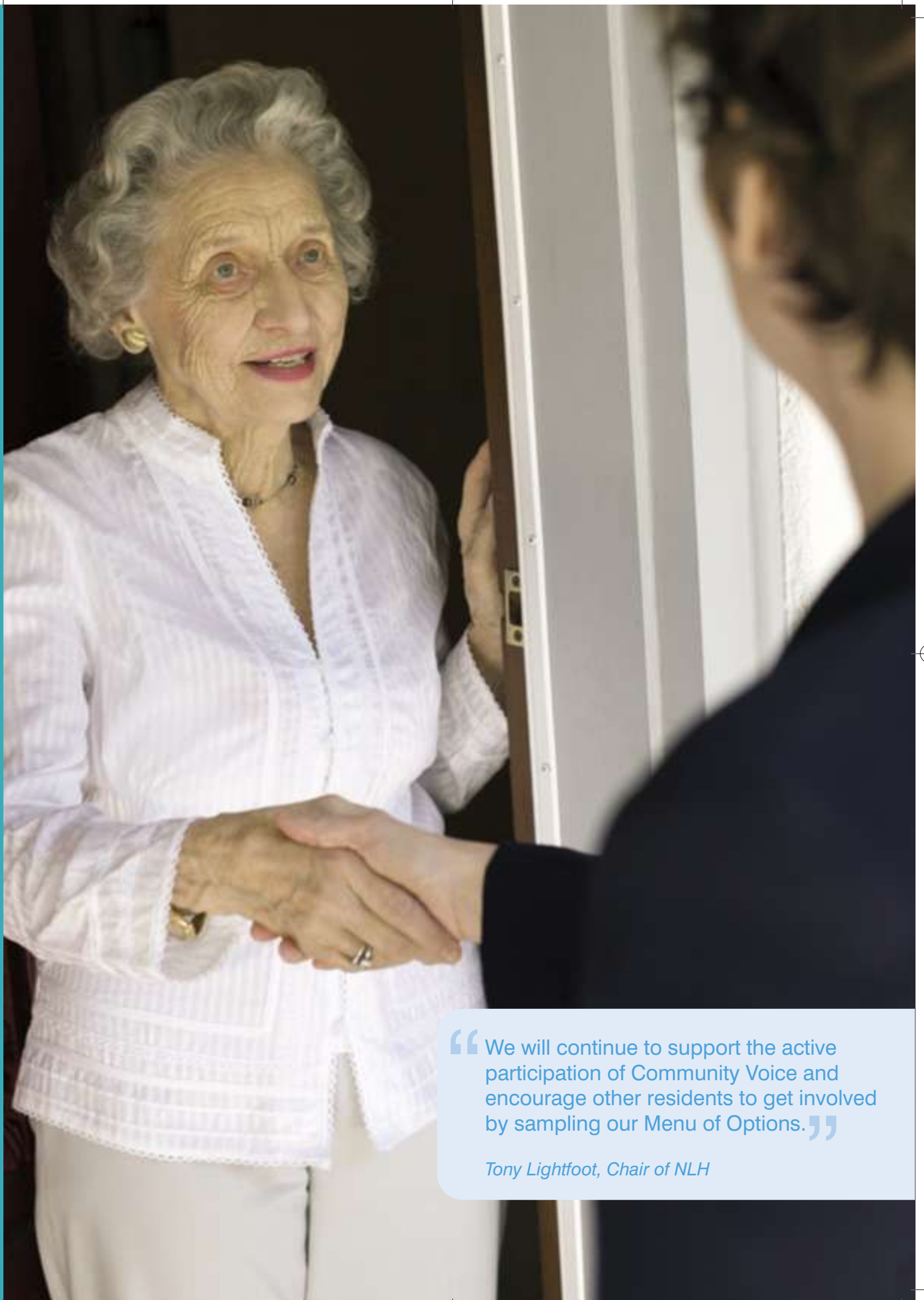
If you would like to know more please contact the Resident Involvement Team on 01724 298871 / 298872 or e-mail resident.involvement@nlhomes.org.uk

Menu of Options

Would you like to be involved?

Here is a brief summary of all the options available.

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



“ We will continue to support the active participation of Community Voice and encourage other residents to get involved by sampling our Menu of Options. ”

Tony Lightfoot, Chair of NLH

