

## **Introduction to the Resident Involvement Statement: The Active Residents Guide**

### **About this statement**

South Wight Housing Association is committed to seeing its residents shape the services they receive.

This introductory statement sets out the opportunities residents have to become involved with South Wight Housing Association. This can be seen in more detail in the Active Residents Guide.

This introductory statement sets out our general strategic approach and can be used by residents and staff of SWHA.

### **Why we work with our residents**

We recognise that resident involvement helps us to deliver improved services to our customers, that is reflected in the neighbourhoods we manage becoming better places to live.

However, the prime focus of our resident involvement activity is to inform our business planning processes and our service improvement work. We believe that resident involvement is an important and necessary component part of the way we improve our business.

### **A flexible approach to resident involvement**

We use a variety of methods to inform, consult and involve our residents.

They include,

- STATUS Satisfaction surveys
- Various 'other' Customer Satisfaction Surveys that include, Repairs, Moving into your new home, Complaints, Anti Social Behaviour
- Focus Groups
- Consultations
- Information Sessions
- Home Visits
- Community Projects designed by Residents
- Environmental Improvement Budget
- Partnership Working with Other Specialist Agencies

## **How we deliver our resident involvement work**

We work with residents on two distinct levels.

### **Neighbourhoods**

At the neighbourhood level we have two approaches. Firstly, our Housing Management staff are tasked to deliver a range of basic involvement opportunities at the level of an estate or scheme. We agree local standards with residents and publicise them in Estate Inspection feedback newsletters, which are developed into a Neighbourhood Newsletter. We offer our customers the opportunity to inspect these standards through our estate inspection programme.

On some key estates, we aim to establish a more comprehensive approach, by establishing neighbourhood project teams. Working with residents, the project team aims to produce and deliver neighbourhood plans across a range of locally-relevant targets. Our plans are agreed with residents.

We aim to ensure that our involvement work at neighbourhood level is both accessible to and capable of reaching our BME residents.

### **Strategic Level**

Our customers shape the strategic direction of our services in two main ways.

#### **Through our governance structure**

We have 3 places for residents on our Board.

#### **Through our Focus Groups**

We maintain broadly representative Focus Groups, which act as a standing customer research tool and as a source of recruitment for initiatives such as the resident inspectors' project, our service review focus groups, interview programmes and other initiatives. We are working hard to ensure that our Focus Groups continue to be broadly representative of our customers.

#### **Support to community groups**

Although we place great emphasis on our proactive market research work, we also seek to encourage, develop and support local community organisations. A range of training opportunities exist for local groups, as well as an opportunity to receive annual funding working with the Community Involvement Worker.

We offer additional support by providing

- Stationery
- Photocopying
- Room Hire
- Child Care
- Travel Expenses
- Staff Support
- Training and Conferences

## **How we assess the impact of resident involvement in our business**

We recognise that resident involvement is not an activity in itself. We believe that the use of resources to involve residents has to show impact in terms of tangible recommendations to improve our service delivery at both the strategic and local levels.

We use various methods to assess the impact on service improvements and publicise these in Open Door, our quarterly newsletter to residents.

## **Consultation on this statement**

We have involved residents in providing the information for the statement in the following ways:-

- Two training sessions on how we involve residents and the methods of engagement we could use
- Focus Groups that look at ways we can access involvement
- Feedback from residents on Newsletter articles on how we can improve access of information for residents

## **Summary**

We see resident involvement as vital to ensuring the success of our business. Our primary goal is to ensure that we use the right tools to reach the right people.

We believe a flexible approach to resident involvement has a clear and necessary role in developing our services. We will continue to focus on outcomes and continue to see our customers ideas as a valuable asset.

If you have any questions about this draft statement please contact the Community Involvement Worker on 08456 581 654