



Resident Involvement Statement 2009



Our commitment

We are committed to providing fair opportunity to access information.
If you would like information in another language or format, please ask us.

Amharic

አላማችን ለሁሉም ሰው እኩል አድርገን በማየት፣ ማስታወቂያ ወይም ደግሞ መምሪያ የማግኘት ለሁሉም እኩል እድል መስጠት ነው። በሌላ ቋንቋ ወይም ደግሞ በሌላ ዓይነት ቅርጽ ወይም ደግሞ መምሪያ መስጠት ካስፈለጋች እባክዎት ከኛ ጋር ተገናኙ።

Farsi

ما متعهد می باشیم که موقعیت منصفانه برای دسترسی به اطلاعات فراهم آوریم. اگر شما این اطلاعات را به زبان یا شکل دیگری میخواستید، لطفاً با ما تماس بگیرید.

French

Nous nous engageons à donner à chacun la possibilité d'avoir accès à informations.
Si vous souhaitez obtenir des informations dans une autre langue ou sous un autre forme, veuillez nous le faire savoir.

Kurdish Sorani

ئێمه پابه‌ندین به دابینکردنی زانیارییه‌کان به شیوه‌یه‌کی ره‌وا و یه‌کسان. ئه‌گه‌ر ده‌ته‌وییت زانیارییه‌کانته به زمانیکی تر یان به شیوازیکی تر بو دابین بکریته، تکایه پیمان بلی.

Polish

Naszym celem jest zapewnienie należnego dostępu do informacji.
Prosimy zwrócić się do nas celu uzyskania informacji w innym języku lub formacie.

Tigrinya

ብዘይ ምድላው ዘሎ መምርሒ ወይ ከአ ኣበሬታ ክንህብ እዩ ዓላማና። እንተድኣ ብካልእ ቋንቋ ወይ ከአ ቅርጺ ትደልይዎ መምርሒ ወይ ከአ ኣበሬታ ኣሎ ኮይኑ ብክብረትኩም ተወክሱና።

Urdu

ہم نے معلومات تک رسائی کا مناسب موقع فراہم کرنے کا عزم کر رکھا ہے۔ اگر آپ معلومات کسی اور زبان یا شکل میں حاصل کرنا چاہتے ہیں تو براہ مہربانی ہم سے بات کریں۔

CD



Braille



In large type

aaa

Any other format



Call 0845 8 507 507 or email communications@wdh.co.uk
(calls to OneCALL may be recorded for training purposes)

Resident Involvement Statement 2009

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Our Commitment

We have a commitment to resident involvement and we believe that tenants and residents should be at the heart of decision making, to provide local solutions to local issues.

Our Aim

Our overall aim is to increase the numbers of tenants and residents who participate actively across all sectors of the community. We are looking to maximise the opportunities for tenants and residents to become involved in the decision making process for Wakefield and District Housing (WDH). We want to involve them in such a way that they feel comfortable and believe they are making a difference.

Our Vision to 2020 is to create confident communities; the milestone at 2010 is to create neighbourhoods where people want to live. This statement sets out how we will contribute to that milestone over the next year.

We are determined to meet the challenges set out in the Housing and Regeneration Act, 2008 with the introduction of the Tenant Services Authority (TSA) the new social housing regulator and the National Tenants Voice (NTV). Both will demand that tenants and residents drive improvement and performance.

Our Involvement Standards

We want to encourage residents to take an even greater role in deciding how we invest in homes and how we will manage services. To make sure we get tenants' and residents' views we will:

- Discuss how they wish to be involved, formally and informally.
- Make contact with groups and individuals who are not involved – identify what is preventing them from taking part and discuss solutions.
- Provide opportunities to widen involvement and be involved with local issues at a local level, for example taking part in a Tenant Challenge Day.
- Offer opportunities to influence policy and strategy by joining a Service Review Group.

- Provide opportunities for more formal involvement by becoming a member of the Board or Local Management Committee.
- Enable constructive involvement in the decision making process.
- Provide support, learning and development opportunities for effective involvement at all levels.
- Provide dedicated budgets to support effective involvement at all levels tenants and residents choose.
- Work with others to use resources to achieve the best results and ensure value for money is achieved.
- Ensure employees have the appropriate skills and knowledge when working with tenants and residents.

Priorities for 2008

Our priorities for 2008 were to:

- Establish Local Engagement Strategies.
- Embed partnership working by developing a partnership framework and widening engagement within the Wakefield district.
- Achieve a Community Award as an organisation.
- Have in place virtual forums – using email, digital TV, phone, short messaging service (SMS), as a means of engagement.
- Consult on, develop and deliver Youth Board.
- Introduce citizenship training for new tenants.
- Develop community management groups.
- Obtain more benchmarking information regarding value for money.

Review of Resident Involvement Strategy

We have conducted a review and in consultation with tenants have launched a new strategy to take us to 2012. The strategy sets out new priorities that will ensure opportunities for involvement are increased for all members of our community.

Impact of our Priorities in 2008

Strategic Objective:

Be a landlord of choice by putting the customer first

Priority	Progress	Impact
Establish Local Engagement Strategies.	All five local Engagement Strategies consulted on and implemented.	Anticipated impact: Tenant satisfaction with opportunity for involvement increased from 60% to 70%.
Have in place virtual forums – using email, digital TV, phone, short messaging service (SMS), as a means of engagement.	Email user group membership increased by 16.7% from 93 to 111. Proposals for SMS (short messaging service) being considered following the success of the repairs appointments service.	Email user group membership increased from 93 to 111. Two consultations have taken place in 2008 resulting in changes to following services: <ul style="list-style-type: none"> • OneCALL now have a call back system in place for tenants to report their repairs. A new automated customer satisfaction survey is now in place and the questions were written with tenants. • Gender Equality Scheme written using tenants' comments and suggestions.
Consult on, develop and deliver Youth Board.	Working group set up with Wakefield Council, young tenants and WDH. Event being planned for 14 February 2009 to consult on and recruit for Youth Board.	Anticipated impact: Increased number of under 25 year olds involved from 28% to 40%.

Priority	Progress	Impact
Develop community management groups.	<p>Neighbourhood Management Board recruited to and now operational in Airedale and Ferry Fryston:</p> <p>Funded one Community Alcohol Development Worker - dealt with 21 referrals.</p> <p>Appointed two Neighbourhood Officers to work with chaotic families. 91 families supported so far.</p> <p>40 young people participated in 'Get Active Play Sport' initiative.</p>	<ul style="list-style-type: none"> • One person no longer reliant on alcohol and now in full-time employment. • Seven people are now completely debt free. • Reduction of cases subject to eviction from 16 to three. • Increase in GCSE grade A to C from 53% to 72%.

Strategic Objective:

Be a partner of choice to create better places to live

Priority	Progress	Impact
Embed partnership working by developing a partnership framework and widening engagement within the Wakefield district.	<p>Attended Wakefield Speaks, Cabinet Listens and Student Speaks events.</p> <p>Member of Wakefield Together Partnership.</p> <p>Works with other agencies to promote best practice in engagement.</p>	85% tenants satisfied with overall service.

Strategic Objective:

Be a positive force through leadership and influence to develop the potential of our people

Priority	Progress	Impact
Achieve a Community Award as an organisation.	Shortlisted for Housing Corporation Gold Award - Tackling Worklessness.	Shared good practice with other housing organisations of the work done with young persons around worklessness.
Introduce citizenship training for new tenants.	Working with YMCA Wakefield to develop a course.	1% reduction in tenancy failure in first 12 months from 388 to 346 (based on 2008 terminations).

Strategic Objective:

Adopt best practice in good Governance to be a well-managed business

Priority	Progress	Impact
Obtain more benchmarking information regarding value for money.	Compare our services with other landlords.	Anticipated impact: 5% yearly efficiency saving.
Review of Resident Involvement Strategy	Strategy reviewed and re-written in conjunction with tenants and priorities set to 2012.	Anticipated impact: Full regulatory compliance with the TSA.

Value for Money

We are committed to providing services, which represent the best possible value for money for its residents. Demands for our services are constantly increasing with resources finite. To meet this challenge, efficient management of resources continues to be one of the organisation's highest priorities to facilitate re-investment into front line services.

Priorities for 2009

- Develop opportunities for under 25s to be involved.
- Develop opportunities for black and minority ethnic tenants and residents to be involved
- Review and update Tenant Compact Agreement.
- Embed Local Engagement Strategies.
- To work with the TSA to ensure our tenants are fully engaged in the National Conversation.
- Promote Active Learning for Residents to increase the number of residents undertaking formal qualifications.

Summary

- We will continually look at different methods of engagement, taking into account the views of tenants and residents to ensure they can be involved at a level they choose.
- We will listen and learn from consultation to shape services to meet the needs of residents.
- We will take into account the training and development needs of tenants and residents.
- We will ensure sure that residents who are involved see what has been achieved and believe that they have made a real difference.
- We will ensure there are opportunities to influence the development of the TSA to reflect the priorities of tenants in the Wakefield district.



Vision

to create confident communities

Mission

to inspire, transform and promote excellence

Values

to be creative, inclusive and work with integrity