



Resident Involvement Strategy 2009 to 2012

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 میخواهید، 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. ئەگەر ده‌ته‌وێت زانیارییه‌کانت به زمانیکی تر یان به شیوازیکی تر بۆ دابین بکریت، تکایه پێمان بلی.

Polish

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Tigrinya

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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

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Any other format



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(calls to OneCALL may be recorded for training purposes)

Wakefield and District Housing
19/03/2009

Foreword

We are pleased to introduce our Resident Involvement Strategy 2009 to 2012, which builds upon our previous strategy produced in 2006.

This strategy has been developed with a panel of tenants and residents, who have spent time reviewing the previous strategy and examining the best ways in which we can involve not only our existing tenants and residents, but also those who might become customers in the future.

Wakefield and District Housing (WDH) is committed to involving tenants and residents in improving services, through widening the role that they have in deciding how services should be developed and delivering the promises made to our tenants and residents. Engagement of our tenants and residents is vital to the success of the organisation. This is why there are a variety of ways in which we engage tenants and residents at a range of levels, both formally and informally.

Our success at involving tenants and residents in the way we shape services was recognised when we were awarded the Tenant Participation Advisory Service (TPAS) Landlord Accreditation for quality in resident involvement.



Kevin Dodd
Chief Executive



Penny Stubbins
Board Engagement Champion

Resident Involvement Strategy

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1. Introduction and Summary

Our Vision to 2020 is to 'create confident communities'. Our Resident Involvement Strategy 2009 to 2012 is our commitment to involving tenants and residents in shaping the services they receive. This builds on the 2006 to 2010 strategy as it includes some of the same aims, but also builds on the success of completed activities, many of which exceeded both deadlines and expectations.

We are determined to meet the challenges set out in the Housing and Regeneration Act 2008 including introducing the Tenant Services Authority the new social housing regulator and the National Tenants Voice. These new agencies will demand that tenants and residents drive improvement and performance. Our overall aim therefore, will continue to be to increase individual opportunities for tenants and residents to become involved in our decision-making. This strategy goes further, hoping to reach new groups, such as the gypsy and traveller community, and committing to developing our use of technology to enable more tenants to become involved from their own homes.

The strategy was developed with a panel of tenants and residents. They reviewed the previous strategy and examined the best way in which we can involve existing tenants and residents and our future customers. From their findings we have increased our engagement with young people, by extending the scope of the Community Leadership Programme, and opening 'Fun and Feedback' events, to the under 25s. By engaging with local employers and holding sessions at schools, we aim to involve a much larger group of young people than ever before.

2. Wakefield and District Housing's Corporate Vision and Values

Our **Vision** is to create **confident communities** throughout the district and beyond. People in confident communities feel safe where they live, trust the services they receive and are confident about their future prosperity and opportunities.

We have a challenging **mission** statement to achieve our Vision to **inspire, transform and promote excellence**. We will **inspire** our tenants and residents, employee, partners and the housing sector to deliver a transformation of the communities we serve. To do this we are committed to delivering a three star service, ensuring excellence runs through all aspects of our work, and judging ourselves through the eyes of others.

Our values are to be **creative, inclusive and work with integrity**. Working to these **values** will help us deliver excellence and become an employer of choice.

Our **strategic objectives** are to:

- Be a landlord of choice by putting the customer first.
- Adopt best practice in good governance to be a well-managed business.
- Be a positive force through leadership and influence to develop the potential of our people.
- Be a partner of choice to create better places to live.

Our Vision to 2020 recognises that we will need to **explore new ways of working** and that this will be driven by a process of **opening up ourselves to both external and internal challenge** in the way that local services are provided to make sure that local **communities receive appropriate high value services**. Our Vision sets down these expectations will be carried out **honestly with total transparency** and that our decisions will be made **professionally and with integrity**.

Our efforts as a social enterprise and our ability to raise the bar and make significant social impacts by 2020 will depend to some extent on how successful we are at delivering services for the optimum cost whilst maintaining quality and customer satisfaction.

We will look to maximise the impact of the strategy overall by working with others where appropriate, investing our resource in local innovation to develop skilled workforces for the future.

All of our Vision expectations will require some form of investment and through this strategy we will be able to direct resources and actions so that **choices for modern living are achieved**.

Effective resident involvement will enable us to reach as many tenants and residents as we can at a local level, ensuring that tenants and residents have an opportunity to take an active part in improving the communities where they live.

Strategic Objective	Strategy Aims
Be a landlord of choice by putting the customer first.	Ensure that all tenants and residents are at the heart of decision-making, providing local solutions to local issues.
Adopt best practice in good governance to be a well-managed business.	Ensure that we meet regulatory requirements in relation to resident involvement.
Be a positive force through leadership and influence to develop the potential of our people.	Offer a wide range of involvement opportunities using new technology.
Be a partner of choice to create better places to live.	Working with stakeholders increase opportunities for involvement for all sections of the community.

3. Background to Strategy

Gaining views from tenants and residents is vital for us to obtain an understanding of their needs and aspirations, and also to constantly enhance and improve services.

By involving tenants and residents at the level they choose, there are many benefits for them and for us including:

- Increasing customer satisfaction.
- Enhancing accountability by having diverse representation on the board and local management committees.
- Ensuring that policies meet the needs of tenants and residents.
- Continuous improvement in service delivery.
- Ensuring that tenants and residents are involved in making decisions that affect them.
- Improving the community and environment, promoting sustainability.
- Having a role in decision-making, which helps tenants and residents understand that some changes are gradual and cannot happen overnight.
- Taking ownership of the outcomes of involvement, for example, in community projects.
- Tenants and residents having a better understanding of policies.

4. What Have We Learned?

We are committed to maximising opportunities for everybody who uses our services to have their say and be involved in how these services are run and developed.

We know that tenants and residents overall are very satisfied with our services. In the annual Tenants' Survey 2007, 85% of people were satisfied with us overall, and 60% of people who responded said they were happy with the way we involve them in the decision making process. While this may be considered as doing well, we must continually look at ways to improve our services and make sure that all tenants and residents have appropriate opportunities to be involved, in ways that suit their lifestyle and circumstances.

The survey also showed a 12% decline with opportunities for participation in decision-making. This is the first year the satisfaction levels have dropped and action has been taken to address this. Local Engagement Strategies have been developed and implemented during 2008 with a view to increasing participation levels.

The highest dissatisfaction was amongst younger people who responded to the survey. In view of this new methods of involvement using technology are being developed to target younger people who require different methods of participation from the more traditional established routes.

In 2007 the impact of resident involvement had a significant effect on how we deliver success. By introducing Tenant Led Inspections we improved service delivery in Service Access Points, and introduced better ways of reducing minor repairs in void properties.

We introduced more realistic ways for young people to have their say by holding Fun and Feedback sessions, which increased involvement by 6% with people under 25.

A number of tenants have gained accredited qualifications for the work they are doing in our communities, with some carrying on to the next level.

By working with under represented communities at a local level we have increased involvement by 2%.

5. Aims of the Strategy

This Resident Involvement Strategy has four main aims, with targets and milestones to be reached over the next four years, as follows:

- Make sure that all tenants and residents are at the heart of decision making, providing local solutions to local issues.
- Make sure that we meet regulatory requirements in relation to resident involvement.
- Offer a wide range of involvement opportunities using new technology.
- Working with stakeholders increase opportunities for involvement for all sections of the community.

We currently offer tenants and residents a range of engagement opportunities at various levels by providing information and opportunities for consultation, participation and involvement along with details of our governance arrangements.

To make sure that support and resources are available for effective involvement, we will:

- Continue to offer expenses to tenants and residents for travel incurred to attend meetings.
- Continue to provide transport to and from venues for involvement activities.
- Make sure that venues are accessible to all, and meet the needs of all tenants and residents.
- Rotate times and locations of meetings and events to make sure that all tenants and residents have access to involvement.
- Make sure that cultural diversity is taken into account when choosing venues, such as dietary needs and location.
- Continue to make practical help available from the tenant involvement officers within each of our management areas.
- Provide dedicated resources and administration services to support tenants and residents groups.
- Supply computers and internet access for the use of tenant and resident groups and the community they represent.
- Make sure that appropriate independent advice is available to individuals and tenants and residents groups if they require it.
- Look at meeting the training and support needs of individuals.
- Continue to operate the Community Grant Scheme for groups within the WDH district.

6 Plans for Change

We will work with partners to regularly review and change the range of opportunities to make sure that we are offering the right levels of involvement that are of benefit to both the tenants and residents, and the organisation.

Make sure that all tenants and residents are at the heart of decision making, providing local solutions to local issues

We will continue to embed local Engagement Strategies as well as review and update the tenant compact and that it is relevant and realistic. The new compact agreement is to be developed with tenants and residents associations setting out new standards for participation and will explore how we can support groups to be sustainable.

Make sure that we meet regulatory requirements in relation to resident involvement

We will continue to follow best practice and will wherever possible benchmark against other three star organisations. We are determined to meet the challenges as set out in the Housing and Regeneration Act 2008 and make sure that our tenants and residents continually drive improvement and performance.

Offer a wide range of involvement opportunities using new technology

Our aim is to develop a virtual forum that uses existing technology such as email. We would also like to build upon the use of text messaging for consultation and engagement by widening the service used for repairs appointments.

We will continue to promote the Chartered Institute of Housing Active Learning for Residents programme and support tenants and residents in their learning and development.

Work with stakeholders to increase opportunities for involvement for all sections of the community

Our targets are to expand the community leadership programme. To work with younger people to obtain their views and continue to work with black and minority ethnic (BME) community groups to become involved.

We will increase opportunities for younger people to be involved by setting up a youth forum, offering a mentoring scheme to assist young people into employment with us and continuing to support young people volunteering in activities such as the Community Litter Pick days on estates where employees work with young people talking and listening in an informal setting.

We will talk to our BME tenants to understand how they may be more effectively involved and make sure that opportunities for involvement are taken. We will continue to our work with the gypsy and traveller group and partner agencies to help in addressing issues faced by this community where they are settled on our estates. We aim to increase the number of BME tenants taking up the opportunity for involvement from 4.5% to 5% by December 2010.

7. Expected Outcomes

We understand that we have a wider role than just 'bricks and mortar'. It also has a role in supporting the wider community, ensuring that people are happy with the area that they live in. Working alongside other agencies and partners, we will encourage tenants and residents to become involved in local issues and the environment. We are represented on the Local Strategic Partnership, 'Wakefield Together' which gives us an opportunity to have a voice on behalf of its customers in the decision-making processes that affect life across the district.

Our Vision to 2020 reinforces this, setting out how we will create confident communities, acknowledging that each community has different needs. Through the Vision to 2020 we have committed that:

'By 2015 we will offer real choice and real opportunity.'

Our Resident Involvement Strategy will help us to achieve this through a variety of activities, by ensuring that all tenants and residents are at the heart of decision-making, providing local solutions to local issues.

We hope that through effective resident involvement we will be able to reach as many tenants and residents as we can at a local level, therefore ensuring that tenants and residents have an opportunity to take an active part in improving the communities where they live.

8. Diversity and Inclusion

We will make sure that in delivering services we continue to be inclusive and representative. We want all tenants and residents to be involved regardless of age, ability and background and will provide the support needed to enable this.

We aim to be effective in encouraging wider involvement and, to achieve this we will research the needs of communities within the district so that we can tailor our services to meet their diverse needs.

We will make sure that information is available in a variety of formats, including different languages, on audio cassette and large print, by newsletter, leaflets, information in service access points and the website. This will help all tenants and residents have access to up to date information.

You can get a copy of our Diversity and Inclusion Strategy by contacting the Diversity and Inclusion Manager on 01977 724696 or through the website at www.wdh.co.uk.

9. Monitoring Review

We will make sure that there is a cohesive approach to resident involvement and that activities are monitored for effectiveness. Information will be analysed to make sure that the needs and priorities of tenants and residents are taken into account.

Information from involvement activities will be dealt with in a joined up way with service areas using results to enhance and shape their services to tenants and residents. We want to be sure that tenants and residents who are involved see what has been achieved and believe that they have made a real difference.

We will continually work to improve the feedback and monitoring systems in place to make sure they are relevant and meet the needs of the service. Progress of the strategy will be reviewed annually to make sure that involvement is working well. We will review the decisions that have been taken to demonstrate evidence of resident involvement.

The strategy is a separate document from our Tenant Compact Agreement. The compact clearly sets out the service standards expected by our tenants and residents regarding engagement, such as information received in terms of content and timeliness. It specifies the range of opportunities for tenants and residents to participate in the services they receive.

We will work alongside tenants and residents to monitor the successful delivery of this strategy, through the Resident Involvement Monitoring Group.

The group will drive forward an action plan to make sure that the key milestones are being met and delivered.



Vision

to create confident communities

Mission

to inspire, transform and promote excellence

Values

to be creative, inclusive and work with integrity

delivering promises, improving lives