



Resident Involvement Service Standards

This booklet tell you what you can expect from One Housing Group to help enable you to influence and shape our service delivery to you.

Informed

We will keep you informed of opportunities to participate and provide you with feedback on the impact of your involvement

Standard	Target	Measure	Frequency reported
Produce regular newsletters- including a You Said, We Did article to demonstrate resident impact	6 monthly		6 monthly
Website updated	Information on website reviewed monthly	<ul style="list-style-type: none"> • 100% have access to newsletter 	Reported in quarterly service standard report on the website
Resident events	<p>A resident conference every 2 years</p> <p>Two networking and learning events each year</p>	<ul style="list-style-type: none"> • 100% information up to date • 90% satisfaction with resident events 	Satisfaction reported via website one month after event, reported 6 monthly in resident newsletter
Provide leaflets on how to get involved	Leaflets available to all residents in hard copy and website. Translated copies made available on request	<ul style="list-style-type: none"> • Spot checks of leaflets available on website and in reception through resident mystery shopping 	Mystery shopping Reports, QHS and quarterly Service Standards Report via website.

Consultation and Feedback

We have a range of ways for you to provide feedback, these include;

Standard	Target	Measure	Frequency reported
Surveys	500 per month		
On line Ask the Board Function	Ongoing		
Resident Reviewers Groups	As needed		
Area Board Meetings	Three meetings a year		
Chairs Group	Two meetings a year	100% of scheduled meetings held	Publish quarterly calendar of events via internet
Consumer Panels	Three meetings a year minimum	All minutes from meetings published within 14 days	Publish action points quarterly
Maintenance Forum	Three meetings a year		
Leaseholders Forum	Three meetings a year	100% of resident meetings chaired by resident	Annual feedback to all residents on action taken
Task and Finish groups	As required		
Annual Strategic Day with OHG Board	One meeting per year		
Special Interest Groups	Three meetings a year		

Setting and Monitoring Standards

Residents play a key role in helping us set and monitor our standards; we offer a variety of ways to be involved in this process

Standard	Target	Measure	Frequency reported
Mystery Shopping	One completed programme of Mystery Shops for each HA per year	The number of completed mystery shopping programmes per year	Results and actions published annually
Solutionsbox	Five resident suggestions per month	Number of suggestions received in the Solutionsbox	Outcomes to be published quarterly
Resident Reviewers Group	Three completed programmes reviewed	The number of completed reviewed programmes per year	Results and actions published annually
Estate Inspections	Monthly	Minimum one resident involved in each inspection	Results and actions reported quarterly

Support

We will assist all residents who would like to become involved, ensuring fair and equal opportunities for all

Standard	Target	Measure	Frequency reported
Conduct training needs analysis on all involved residents	Annually	Training needs analysis completed	Annually
Publish annual training programme	Annually	Training programme published, capturing feedback from training needs analysis	Available on website, published in resident newsletter and promoted at resident involvement events
Provide support to 50% of resident involvement activities	Annually	For Supported projects (project proposals), monitoring and evaluation information completed	Annually in Investing In You Pack, resident newsletters and at resident involvement activities

Measuring Impact

We measure how your involvement is helping to improve our services

Standard	Target	Measure	Frequency reported
Monitor resident involvement across all diversity groups	Reflective representation of all diversity groups in resident involvement activities	60% accurate diversity representation in RI activities	Monitored by E&D special interest group Quarterly reporting Publish Annual Equality Statement on Resident Involvement
Conduct annual value for money assessment on Resident Involvement Service	Value for money assessment carried out of 60% of resident involvement activities using framework tools.	Value for money assessment carried out using framework tools	VFM reported quarterly to chairs group and on website Annual VFM assessment published in the Annual Report
Measure % of residents satisfied that their views are taken into account	81%	KPI reporting	Monthly
Measure % of residents satisfied with resident involvement opportunities and training	85%	KPI reporting	Monthly
Measure % of residents who have received some training provided by the organisation or part funded	This is a percentage of all properties managed	KPI reporting	Monthly
Conduct annual impact assessments to ensure Resident Involvement is improving our service delivery	Targets set by resident reviewers group	Set by resident reviewers group	Annual Impact Assessment