



Guide to

# Resident Involvement



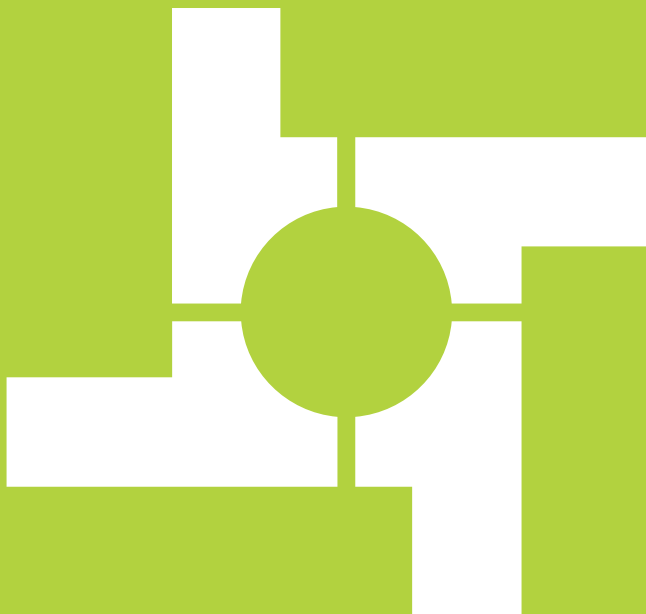
one housing group



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# One Housing Group's Commitment



## One Housing Group's Commitment to Resident Involvement

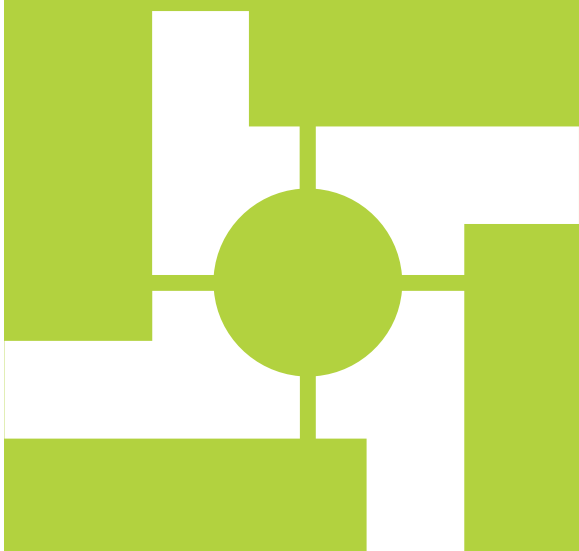
One Housing Group was formed in 2007, bringing together Community Housing Group (CHG), Toynbee Housing Association and Island Homes. The new group shares a commitment to providing excellent services to residents, while also contributing to the social and economic investment of the communities it serves.

One Housing Group (OHG) recognises the importance of involving residents in the decision making process. We are committed to promoting resident involvement especially in influencing service standards and performance.

We promote resident representation in all of our communities and work in partnership with residents to encourage involvement in a range of ways and at levels appropriate to them. We will always endeavour to continually improve the quality and responsiveness of our services to residents.

This booklet will provide you with a guide to resident involvement and the various ways that you can become involved. We want to ensure that you have an opportunity to influence services which affect you.

# The Resident Involvement Framework



## What is Resident Involvement?

Resident Involvement can be defined as:

- obtaining feedback from residents on their experience of using services and their opinion on the quality of those services
- enabling residents to influence how those services are delivered either by meeting with, talking to or corresponding to OHG staff
- the process of involvement by residents resulting in services being either delivered differently or an overall improvement in service quality
- enabling residents to contribute towards setting quality standards for service delivery.

## The Involvement and Service Improvement Promise

OHG is committed to:

- involving residents in planning, monitoring and reviewing how services are delivered and in setting and checking standards
- taking residents views and aspirations into account when making decisions and setting targets, where budget permits
- using a range of methods for consulting and involving residents at a local level
- giving feedback to residents about what has happened as a result of their involvement
- dealing with complaints and showing how problems are tackled and what lessons have been learnt
- providing support and assistance to residents wishing to establish local resident groups and providing resources for appropriate training
- recording satisfaction levels and comparing them with similar organisations

- providing opportunities for residents to work with OHG staff on improving services
- giving residents that want it, the opportunity to take control of local services as and when appropriate
- giving all residents the opportunity to participate in the Resident Involvement Framework.

We seek feedback from a wide range of OHG residents including:

- young people
- families and single parents
- households without children
- lone parents
- residents from multi ethnic backgrounds
- residents with both short and long term health problems
- senior residents.

# The Resident Involvement Framework

The involvement framework is simply a range of ways that residents can participate, by offering their views as consumers of OHG services and working with OHG staff to improve service standards and delivery.

The framework uses the following methods of consultation:

- Resident Board Members
- Regional Consumer Panels
- Tenants and Residents Associations (TRA's)
- Residents' Association Recognition Agreements
- Consulting with Resident Association Chairs
- The Maintenance Forum
- Special Interest Groups
- Key Voices
- Community Champions
- Mystery Shoppers
- Residents' Conferences.

## Resident Board Members

There are four boards within One Housing Group in which there are three resident members:

- One Housing Group Board
- Community Board
- Toynbee Board
- Island Homes Board.

The members are selected on a regular basis and when there are vacancies, they will be advertised on the website and via newsletters. Involved residents will be encouraged to apply for the vacancies and will be supported via training to carry out their role. This is the highest level of Resident Involvement within OHG.

## Regional Consumer Panels

Each Housing Association within OHG has a separate consumer panel whose role is not to represent other residents' views but to regularly offer their own as consumers of OHG services. The panels seek representation from a diverse group of residents and includes OHG Board Members. Senior staff are also represented and work closely with the panels to make joint decisions which lead to improved services and performance.

The panel will:

- work with OHG staff to review services on a regular basis
- focus on one key area per meeting. Previously the panel have reviewed the performance of our customer services and housing management teams
- produce an Annual Report detailing the work that they have undertaken and the impact that it has on improving services.

## Tenants and Residents Associations (TRA's)

OHG will:

- continue to support the activity of its existing residents associations and where there is demand, will work towards setting up new formal residents associations on existing and new schemes
- continue to meet with residents at a local level, either at estate, block or street level and agree local service issues and plans of action.

## Residents' Association Recognition Agreements

A resident's association recognition agreement sets out the conditions of formal recognition. This aims to encourage more effective representation and involvement by all groups in the community.

All Tenants and Residents Associations (TRA's) must agree to the recognition agreement, to be formally recognised by OHG and to represent the community. Complying with the relevant criteria will enable the TRA to obtain yearly grant funding.

## Consulting with Resident Association Chairs

OHG meet regularly with the chairs of its TRA's across the Group to discuss a variety of service issues.

## The Maintenance Forum

The Maintenance Forum consists of 16 residents – four from each association within One Housing Group. It works with senior officers to review the overall quality of the Maintenance Service which includes planned and reactive repairs and gas servicing. The Maintenance Forum reviews planned maintenance, reactive maintenance and gas services.

Meetings are held every 10 weeks and issues raised are fed back to the regional panel on a quarterly basis. Issues are also fed in to the Service Improvement Plan for consideration.

## Special Interest Groups

OHG is committed to setting up Special Interest Groups for those residents who feel that they have issues in common and can offer special views on our services.

OHG has the following special interest groups:

**Quality of Life Group** – members of this group include those with mobility issues, chronic long term illness or sight and hearing impairments who require aids and adaptations to access our services effectively. Their role is to ensure that we are delivering these services in the most effective way

**Senior Residents Groups and Diamond Club** – these groups operate throughout London and Berkshire and feedback to us on how our services impact our more senior residents and improvements that could benefit them

**Mother and Toddler Group** – we attend the Sure Start Asian Mothers and Toddlers meeting to assess their needs and to see how we can shape our service

**Young Residents Group** – a group dedicated to taking into consideration the views of our younger residents and identifying how their needs may differ from the other groups of people we work with

**Design Focus Group** – a group who consider the design of new our homes and how well they meet the needs of our residents.

These groups are asked on a regular basis for their views on OHG services and this information is then used when formulating Service Improvement Plans.

From time to time OHG will establish other special interest groups either on a temporary, fixed or permanent basis.

Currently these include a Women's Group and a Mother and Toddler Group.

## Key Voices

OHG compiles a resident involvement database which includes details of residents who have said that they are interested in involvement.

This information has been obtained from those who has responded to the consultation program, and who have completed the community profiling questionnaire. Where OHG does not have a residents group we will seek to ask residents to act as a key contact or 'Key Voice'.

Staff contact these residents on a regular basis to discuss their views on services and local issues.

## Community Champions

Residents can volunteer their time as Community Champions and carry out estate inspections on a regular basis.

Inspections dates are promoted via local noticeboards and the list of Community Champions is detailed on the Community Investment Register. Residents are contacted on a regular basis to accompany staff and give their views.

OHG will:

- train all Estate Inspectors and Community Champions to have the same skills when reviewing estates
- train residents on the various levels of an Excellent, Good, Satisfactory and Poor Service. This is to ensure consistency in all estate inspections
- promote the estate inspections to Board members who will be carrying out spot checks to ensure we are maintaining service standards.

## Mystery Shoppers

Mystery Shoppers are used to monitor and improve our services to residents. They carry out a specific tasks for us, such as using a service, asking questions and then providing their feedback on their experience. This helps us to make improvements for the future.

## Residents' Conferences

A residents' conference gives residents, staff and Board members the opportunity to join forces and plan for the future.

Conferences also address key topics of interest for residents and provides them with details of the Service Improvement Action Plan.

OHG will consult with residents regarding the frequency of conference events and also work with those registered on the resident involvement database to plan additional consultation.

Following the conference a summary of the conference including key issues raised and suggestions by residents will be circulated.

As part of its commitment to the Resident Involvement Framework OHG will:

- adopt a consistent, planned approach to consultation using a variety of methods for obtaining feedback and providing information. These methods will be referred to as the **Consultation Toolkit** and include telephone and face to face interviews, letters, focus groups, open meetings, postal and telephone surveys
- ensure that if a change is required to a level of service or policy, a consistent standard of consultation will be applied throughout
- enable residents to comment on the quality of their services by sending regular surveys by post, carrying out phone and face to face interviews and issuing response cards
- keep residents informed about what is happening, via the website, newsletters, minutes of meetings, telephone calls or local noticeboards. We will also use TRA's (Tenants and Residents Associations) as well as Special Interest Groups and Regional Consumer Panels to provide relevant information
- publish the results of all consultation exercises.

**If you are interested in being involved via any of the methods explained here in the involvement framework, please contact the Community Investment Team on 020 8821 5162 or email [communityinvestment@onehousinggroup.co.uk](mailto:communityinvestment@onehousinggroup.co.uk). They will send out the Community Investment Starter Pack which will give you more details.**

## Section Summary

This section has described ways in which residents can participate and influence how One Housing Group (OHG) works. It has also explained how residents can comment on the quality of service delivery.

OHG aims to maximise the number of residents participating in the Resident Involvement Framework. Any resident wishing to participate can add their details to the **Resident Involvement Database**.

This database records details of all those who are actively participating or wish to participate in the framework.

We record the outcome of all resident involvement and use the information we receive to shape service delivery as part of an ongoing process. This information is a key part of the Service Improvement Framework as described in the following section.



# Transforming Your Feedback

## Transforming Your Feedback into Action and Service Improvement

OHG has a Service Improvement Framework which drives and develops a culture within the organisation to continually improve the quality of service delivery.

The Framework involves a number of key staff including the Managing Director of each association and Assistant Director's of relevant departments such as maintenance, customer and housing services, resident involvement and community investment. Operational Managers also meet regularly to review performance levels across the organisation.

Collectively these groups are responsible for implementing the Service Improvement Action Plans across OHG.

The next section explains how OHG use this feedback to influence service delivery.

### Service Improvement Action Plans

OHG will produce Service Improvement Action Plans which will be regularly published. Feedback on service issues which have been received from residents participating in the Resident Involvement Framework will be considered and incorporated into these action plans.

### Neighbourhood Management Agreements

Local management agreements will set standards for information, communication and meetings. The agreements will influence local service delivery and will specify targets or improvements in performance. The plans will cover both estates and street properties.

## Monitoring the Quality of Service Delivery

### The Role of the After Care team

The After Care team are responsible for checking whether residents are satisfied with the repairs service they receive. They also help to resolve any problems associated with this process and ensure that the level of communication between OHG and residents remain high throughout.

### Regular assessment by residents on service quality

The Regional Consumer Panels work with staff to offer its views on OHG's services and on the way in which they are delivered. They regularly report back to residents on its activities in the resident's newsletter, on the website and at events such as regional roadshows.

### Independent external assessment on service quality

OHG is a member of an independent group called Quality Housing Services Ltd (QHS). QHS is a not for profit membership organisation, committed to helping its membership drive forward continuous improvement in every of service delivery on behalf of its residents.

It achieves this through an established and respected certification system based on data and knowledge. Member organisations are regularly subject to independent audits and are set targets designed to achieve improved performance. If the standards are achieved, certification status is awarded. Details of the outcomes of these inspections will be regularly published and reported to the Consumer Panels.

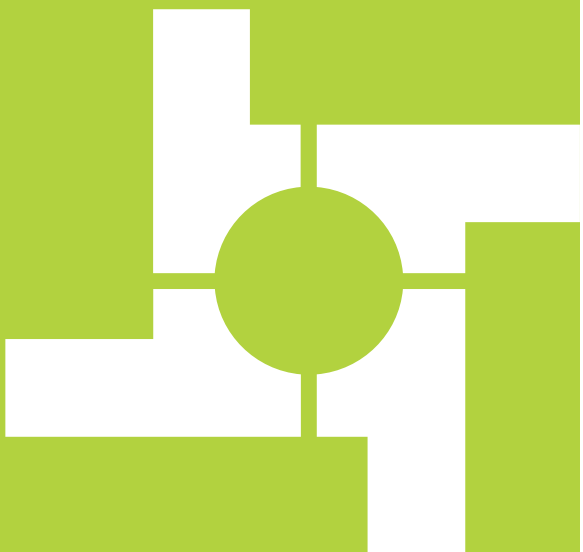
## Measuring the impact of the Resident Involvement Framework

OHG work with the Regional Consumer Panels and resident groups to measure the impact of the Resident Involvement Framework.

In 2008 residents were asked if they were happy with the range of involvement opportunities open to them. Since then we have increased the range of ways that residents can be consulted and notified of meetings and events, and now use email and text alerts to contact them.

We will continue to monitor and evaluate the impact the framework has had on service quality. This will be achieved using QHS data and through feedback gained from 2008 Consultation and Feedback plan.

# Support and More Information



## Financial and Administrative Support

OHG can provide resident groups with an annual grant to assist with running costs. This grant will be between £500–£800.

To become eligible for this grant your group must:

- be formally recognised by OHG
- have a valid constitution
- have a bank account
- have appropriate financial systems in place
- comply with regular financial monitoring by the Community Investment Team
- complete a detailed Income and Expenditure account with accompanying receipts
- provide accounts to the Community Investment Team for auditing by the Finance Department Accountant each March.

We will pay an attendance fee to cover reasonable costs when residents attend a meeting organised by OHG. Therefore residents attending focus group or Consumer Panel meetings will receive assistance.

OHG will also endeavour to support residents who want to attend meetings but cannot do so because of child care needs.

## Guidelines for Resident Groups

Our Community Investment Starter Pack provides guidelines for residents groups and details of how to get involved. For a copy of the pack please contact the Community Investment Team on **020 8821 5162** or email **communityinvestment@onehousinggroup.co.uk**. A copy can also be obtained from our website **[www.onehousinggroup.co.uk](http://www.onehousinggroup.co.uk)**

## Translation

This guide explains the different ways in which our residents can influence service improvement through involvement.

If you would like a copy of this guide translated or require it in an alternative format then please contact us. Thank you.

يقوم هذا الدليل بشرح الطرق المختلفة التي يمكن للسكان لدينا بأن يقوموا بها للتأثير على تحسين الخدمة من خلال المشاركة.

إذا أردت ترجمة لنسخة من هذا الدليل أو إذا أردتة بصيغة مختلفة، فيرجى الاتصال بنا باستخدام التفاصيل المدرجة أدناه.

Este manual explica de que formas os nossos residentes podem influenciar a melhoria do serviço através do envolvimento.

Se desejar uma cópia traduzida deste manual ou um formato alternativo, por favor contacte-nos através dos dados abaixo.

সংশ্লিষ্টতার মাধ্যমে সার্ভিসের উন্নয়নে আমাদের বাসিন্দারা যেসব উপায়ে প্রভাব ফেলতে পারেন সেগুলো এই নির্দেশিকায় বর্ণনা রয়েছে।

আপনি যদি এই নির্দেশিকার কপি অনুবাদ করানো চান অথবা সেটা যদি অন্য কোন বিকল্প আকারে প্রয়োজন হয় তাহলে অনুগ্রহ করে নীচে উল্লেখিত বিবরণ ব্যবহারের মাধ্যমে আমাদের সঙ্গে যোগাযোগ করুন।

Ten przewodnik ukazuje różne sposoby, w jakie nasi mieszkańcy mogą wpłynąć na poprawę usług poprzez swoje zaangażowanie.

Jeżeli życzą sobie Państwo kopię tego materiału w innym języku lub formacie proszę skontaktować się z nami na adres zamieszczony poniżej.

En esta guía se explican las formas diferentes en que nuestros residentes pueden influenciar la mejora de los servicios mediante su participación.

Si desea una copia de esta guía traducida o en un formato alternativo, rogamos que se ponga en contacto con nosotros, usando los datos siguientes.

Bu kılavuzda sakinlerimizim katılım göstererek hizmet gelişimini etkileyebileceği farklı yöntemler açıklanmaktadır.

Bu kılavuzun farklı bir dile çevrilmiş veya farklı bir formattaki kopyasına ihtiyacınız varsa, lütfen aşağıdaki bilgileri kullanarak bize ulaşın.

**Return address:**

Freepost Plus RSAC-KKUU-JURA,  
One Housing Group, Suttons Wharf South,  
44 Palmers Road, London E2 0TA

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- Arabic
- Bengali
- Polish
- Portuguese
- Spanish
- Turkish
- Audio tape
- Large print

**Your address:**

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## Further Information

If you would like another copy of this guide please contact the Community Investment Support Officer on **020 8821 5162** or visit our website at **[www.onehousinggroup.co.uk](http://www.onehousinggroup.co.uk)** where you will also find more information about One Housing Group.





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