



The Adactus Housing Group Ltd

Resident Involvement Statement



This document is available in other languages, larger text, Braille and on audio cd or cassette.

Resident Involvement Statement

Introduction

This Statement provides an overview of our broad aims for involving residents. It explains how our resident involvement work promotes accountability, influences the services we provide and improves the neighbourhoods in which we work. The Statement has been produced by the Adactus Housing Group following consultation with residents of Adactus Housing Association, Beech Housing Association and Chorley Community Housing. It reflects the shared aspirations for achieving group-wide outcomes from resident involvement and provides a framework within which more local objectives, strategies and involvement opportunities can be developed in partnership with residents.

Relevant Business Plan Objectives & Corporate Goals

Objective	Goal
Listen and respond to the views of our customers in seeking continuous improvement in our activities	Increase resident satisfaction: achieve a 4 percentage point increase in resident satisfaction with overall service by 31 March 2011 (average across the group)
Provide services to neighbourhoods as well as to individual tenants	Help improve neighbourhoods: increase neighbourhood satisfaction within the neighbourhoods we operate in by 31 March 2011
Maintain strong governance with board members who provide the Group with a diversity of knowledge and experience	Ensure that the group members' boards add value

Related documents

Resident Involvement Strategy(s)

Resident Information Framework

Resident Consultation Framework

Accessibility Standards for Residents' Meetings and Events

Residents' Route to Board

Resident Involvement Menus

Participation & Consultation Policy (CCH)

All resident involvement documents are freely available from the Group's offices and website (www.adactushousing.co.uk) and will be produced in other formats such as large print, audio, or in other languages on request.

Definitions

Group members or members of The Group – Adactus Housing Association, Beech Housing Association and Chorley Community Housing

Resident – Anyone who is a tenant, leaseholder or shared owner of one of the Adactus Housing Group's members, or someone who is living in sheltered housing, temporary housing or supported housing, managed by one of the *Group's members* or a freeholder paying service charges to one of the Group's members.

Consultation - Asking for people's views, taking them into account and providing feedback on how they have influenced the final decision. The scope of this can range from residents being offered clearly defined choices to being asked to comment on broad objectives and/ or specific actions or offering suggestions at an early stage of planning.

Information - Some decisions, depending upon their nature and scale, are not suitable for consultation. However, information about these issues can be provided with varying levels of detail and scale. The style of information can range from individual interviews or letters to residents to articles in newsletters (area, Association or Group-wide) or detailed information sessions with groups of residents. Written information will be available in a number of formats and languages on request.

Community Cohesion - A cohesive community is one where:

- there is a common vision and a sense of belonging for all individuals within communities
- the diversity of people's different backgrounds and circumstances is appreciated and positively valued
- those from different backgrounds have similar life opportunities
- strong and positive relationships are being developed between people from different backgrounds and circumstances in the workplace, in schools and within neighbourhoods."

Community Project – An activity or series of activities, with the aim of bringing benefits to an identified group of residents. This could benefit the residents in a variety of ways, providing social opportunities, services, improvement to the neighbourhood environment etc.

Impact Assessment – A process used to evaluate the success of all resident involvement activities and projects. This uses feedback from residents and staff, together with evidence of outcomes and costs, to produce an assessment report and recommendations for improvements.

Resident Involvement Aims

Our approach to delivering resident involvement is set out in detail in the Resident Involvement Strategy(s) developed by the Group. This is based on achieving the following broad aims across seven themes: -

1. Accountability & Representation

We aim to facilitate an honest and open approach to information and consultation. We will provide a clear framework that will give every resident the opportunity to be involved in and influence decisions made by members of Adactus Housing Group that affect their homes and neighbourhoods. We will provide and publish a clear route for residents to become Board Members. We will aim to use a wide variety of methods to ensure that involvement is representative of the diverse people and communities we provide services to. We are committed to ensuring that residents can be involved at a level of their choice and in a variety of ways.

2. Influencing Service Standards & Improvements

We aim to ensure tenant & resident involvement in reviewing services and setting service standards. We aim to ensure that those residents who choose to get involved are also enabled to make informed choices by provision of appropriate learning opportunities. We will ask residents about their preferences for involvement in specific service areas and will encourage residents to make use of their relevant skills and experience. We will provide clear & detailed feedback to participants in consultation exercises about the responses received and how they influenced decisions. We will provide opportunities for residents to be involved in 'quality checks' of services.

3. Equality of Access to Involvement

We aim to ensure that all residents have the same chance to take up opportunities regardless of their abilities, age religion, sexuality, gender or ethnic heritage etc. This can mean taking steps to remove potential barriers such as language, timing, distance etc. We will monitor our Accessibility Standards for resident involvement activities. We will collect relevant information on the make up of people who get involved and will widen participation from identifiable under-represented groups.

4. Information & Learning Opportunities

We aim to produce regular performance monitoring, including service standards and complaints that have brought improvements and other general information for all tenants. We will promote the benefits of resident involvement and the positive outcomes from it in a variety of ways. This will include feedback on how resident involvement has brought change. We aim to provide opportunities for tenants to learn more and develop skills to help them become involved effectively. We aim to assist resident groups in keeping their communities informed and involved in their activities.

5. Neighbourhood Development

We aim to work with residents to support and improve their communities and neighbourhoods. We aim to promote, encourage and support the development of community-based resident groups. We aim to develop partnerships with community-based residents groups, voluntary organizations and other landlords & agencies. We aim to work with individual residents or established groups in developing sustainable projects that can bring benefit to their local community. We aim to ensure that the projects that we develop and support contribute to community cohesion by including and reflecting the diversity of residents within

neighbourhoods. We will promote available funding opportunities for community projects and the benefits that getting involved at community level can bring.

6. Resources

We will ensure that staffing and budgetary provision is sufficient to support and develop resident involvement initiatives. We aim to extend the level of activity by accessing external sources of funding when and where available. We will assess our use of resources in terms of value for money as part of our Impact assessment of resident involvement.

7. Monitoring Performance in Resident Involvement

We aim to measure how well we are performing in resident involvement by setting Service Standards, Performance Indicators and targets in conjunction with residents. This will be regularly monitored and reported to residents.

Key Performance Indicators

% Of residents involved in resident involvement projects

% Of residents satisfied that their views are being taken into account

% Of residents involvement activities achieving value for money

% Of residents satisfied with the landlord's service

% Of residents surveyed satisfied with their neighbourhood as a place to live

Resident Involvement Service Standards

The Group will meet the following standards as a minimum. (Members of the Group may provide additional levels of service which exceed these standards)

- We will provide a menu of options for how residents can get involved. As a minimum, this should include meetings, online consultation and postal questionnaires
- We will provide general feedback on outcomes of all our customer research and consultation in our newsletters, on the website and in our area offices
- We will hold one annual conference (Adactus Housing Group Residents' Away Day)
- We will produce at least 2 newsletters per year (to residents)

Review of the Resident involvement Statement

The Group Resident Involvement Statement will be reviewed and updated every year, following an Impact Assessment report of the outcomes of our resident involvement activities and projects.

Date of last review: July 2008