



SOLOM SOUTH WEST HOUSING ASSOCIATION LTD

RESIDENT INVOLVEMENT STRATEGY

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1 Introduction

Solon is committed to involving residents as fully and effectively as possible. Our Business Plan for Resident Involvement says we will:

- Achieve a 3-star/excellent approach to Resident Involvement by September 2012
- Gain TPAS Accreditation for Resident Involvement by March 2013
- Support successful co-regulation
- Deliver upper quartile customer satisfaction with services and opportunities to influence service improvements
- Increase residents' involvement in managing their homes, deciding strategic priorities and improving the quality of services

The Customer Service Improvement Committee also aims to:

- Make sure that services are fully shaped by the widest possible resident 'group' and the widest possible representation of the resident body in Solon's operations by September 2011.

This Strategy has been written in partnership with the Residents' Forum (appendix 6.2 details how residents have been involved as well as a communication plan). Their aim was for the document to be brief, clear and in plain English. It sets out what we are doing now, and what we plan to do, to meet our aims and the regulator's requirements.

2 Where we are now.

Residents can get involved in a number of different ways:

Board Membership – there are two residents on the Board. There are up to four places for Resident Board members.

The Customer Service Improvement Committee – a Board Committee which monitors customer service, resident involvement and equalities. Up to six residents can be members of the Committee and at the moment there are 6 resident members.

Residents' Forum – the residents in this group look at Resident Involvement, Customer Care and Housing Management. They also see information about how well Solon is doing and help decide how we should consult residents.

Maintenance Forum - the residents on this group look at the maintenance service. Working with contractors at a special event, they helped to develop an action plan to improve the service. The Forum now monitors that action plan. They also discuss the notes from regular meetings with contractors.

'My Place' Newsletter & Editorial Panel – there are two residents on the editorial panel who help to decide what should be in the newsletter. The newsletter is sent out 4 times a year.

Residents can also come to focus groups, special events, project groups and training events. They can fill in surveys and questionnaires and can help to check our service by becoming a Mystery Shopper.

Residents can get information from the newsletter and the website, and can use the suggestion box to give us ideas to improve services. They can also give feedback on individual services on satisfaction slips.

A survey is sent to all residents every 3 years. The next survey will be in Summer 2011.

We help residents to get involved by paying costs such as child-care or transport, booking a taxi if they need one. We also give residents training. Details are in appendix 6.3

3 Where do we want to be? - Objectives

- To use ongoing consultation, training and support, to make sure that all residents who want to, can get involved in and influence Solon's decision-making forums and service delivery plans.
- To offer as many different ways to get involved as possible, so that all residents, regardless of race, gender, age, disability, religion, sexuality or other characteristic, can get involved in the way that is best for them.
- To work with residents to explore options for Resident Scrutiny, decide the best way to do this and set up Resident Scrutiny Panel by December 2011.
- To give residents the training and support they need to be able to take part in the Residents and Maintenance Forums.
- To agree, with residents, how we will measure and monitor the performance of staff, contractors and partnership agencies.

4 How will we get there?

Detailed actions aimed at achieving the objectives are included in the action plan (appendix 6.1). This includes specific actions, the expected outcomes for residents, a cost benefit analysis and learning outcomes.

The action plan will be monitored and actions signed off by the Residents' Forum.

5 How will we know when we have got there?

The Forum have agreed twelve key outcomes that they feel will be met by this strategy.

Outcome	Target
More residents will be involved with Solon in some way.	10% of all residents to be involved in some way.
Residents feel there is a way to get involved that would suit them, even if they do not want to get involved at the moment.	
Involved residents will be broadly representative of the whole resident body.	Diversity profile to match that of all residents.
Resident Scrutiny will be in place.	By December 2011.
Forum members will be happy with the training and support provided.	95% satisfied with training and support.
Involved residents will be happy with the training and support offered and provided.	95% satisfied with training and support.
Ways to monitor performance will be agreed.	By August 2011.
Services will have changed or improved as a result of resident involvement.	10 different service areas to involve residents.
More residents will be satisfied with Solon as a landlord.	Top quartile (in the top 25% of Associations).
More residents will be satisfied with opportunities to participate.	
More residents will be satisfied that Solon takes their views into account.	