

PENWITH HOUSING ASSOCIATION RESIDENT INVOLVEMENT STATEMENT 2009 - 2010

Purpose

At Penwith Housing Association (PHA) we aim to listen to and put into practice the views of our residents, which contribute to a culture that:

- puts our customers first**
- delivers what is promised**
- is open, honest and accountable**
- promotes equality and fairness**
- works in partnership**
- is always looking for ways to improve**
- is committed to the Resident Involvement Statement and Strategy**

We will make every effort to work towards including the views of our customers, partners and other stakeholders in all levels of decision-making. In our efforts to provide affordable high-quality services and homes, manage our resources effectively and to become a more environmentally responsible organisation, our staff will be supported to develop these services for our customers. The statement will be reviewed each year.

Objectives

(Please note numbers in brackets link to corporate objectives)

- 1.To include and involve our residents enabling them to make positive contributions that influence the continuous improvement of our services, it is important that our residents fully represent the neighbourhoods in which we work

Action Points:

1. Information about how to contact Peninsula Tenants' Committee (PTC) neighbourhood representatives will be published twice a year in the newsletter and website.
2. Elections will be held as outlined in the PTC constitution.
3. PTC sub-groups will meet at least 4 times each year to consider issues concerning housing management, maintenance and service delivery and governance.
4. Service standards will be reviewed each year.
5. Customer satisfaction cards and the tenant/contractor's pledge will be reviewed and revised as appropriate.
6. Grounds Maintenance Monitors will be supported and expanded.
7. All resident involvement activity will be underpinned by the guiding principles of equality and diversity, best value and efficiency.
8. The Doing Things Better Group has been established to ensure that the services provided to PHA residents remain relevant and tailored to their needs and comply with all internal and external standards through review and continuous learning.

- **2. To give residents every opportunity for their opinions to be heard through a variety of consultation, involvement and participation methods, when we are developing policies and services**

Action Points:

1. Feedback from customer surveys, focus groups, estate inspections, tours and stakeholder panels will be converted to learning points and used to inform and improve services.
 2. The Resident Auditors will monitor service delivery through mystery shopping, desktop review, survey analysis, observation and impact assessments.
 3. A Resident Suggestion Scheme will continue to be supported.
 4. A Customer Services Road show will take place at various locations across Cornwall.
 5. Our response repairs contract will be re-commissioned with resident involvement at the centre of the process.
 6. We will work in partnership across DCHg to form a Steering Group to develop joint policies and procedures.
- **3. We will review the training opportunities of Resident Groups and Representatives in response to their needs and the requirements of the association. The annual training programme will meet these training needs as appropriate.**

Action Points:

1. The annual Resident Group Audit will include a skills audit, which will be used to plan training sessions for group members.
 2. Joint training opportunities with other Registered Providers in Cornwall will be publicised to residents and groups as they arise.
 3. External funding opportunities will be explored by the Resident Involvement Team and where appropriate, training and support will be given to help local groups access funds.
 4. We will actively promote the ASPIRE scheme which aims to offer training, support and recognition to active residents.
 5. Members of PTC and residents groups will be offered appropriate training on Equality and Diversity, Health and Safety and other issues in compliance with the Group Health and Safety Policy.
- **4. To demonstrate our commitment that enables the developing relationships within the association, DCHT, PHA Board, PTC Resident Representatives, Residents' Groups, and other Partners**

Action Points:

1. The Resident Involvement Steering Group for DCH Group is continued and developed.
2. The PTC constitution will be reviewed and the Terms of Reference for the Area Liaison Panels will be developed and the panels established and supported in west, mid and east Cornwall to improve and promote representation across our area of operation.

3. Meetings will be held at accessible venues across Cornwall to make it easier for attendance by members.
 4. Residents of DCHA managed property in Cornwall will be integrated into comprehensive service delivery through the housing services delivery model.
 5. Tenant Board members with key areas of responsibility will inform PTC at their meetings about the management of housing activity as appropriate. Invitations will be sent to other PHA and DCHG Board Members to participate at relevant meetings.
 6. The publication of a newsletter that reflects the distinctiveness of residents in Cornwall is produced at least three times per year.
 7. Partnering Contractor's representatives are invited to residents meetings.
 8. The PTC tour of neighbourhoods will be organised annually and conducted in partnership with residents and partners.
 9. Develop links with local schools and youth involvement opportunities.
- **5. To promote publicise and support the use of local residents Resource Centres, offering training and support to enable more residents to have access and use of Information and Communication Technology**

Action Points:

1. Use of Resource Centres for meetings and other resident involvement activity.
2. Two half-day sessions will be dedicated for use by ASPIRE participants and PHA/PTC led initiatives.

3. Training courses will be offered in consideration of trainee's needs at an appropriate level.
4. Information about available opportunities will be promoted through publications, media and the resident involvement network.

- **6. To expand the opportunities and offer a choice of ways for residents to be involved in decision making within the association and our partners**

Action Points:

1. We will expand opportunity for involvement through our Involvement Register and other Resident Involvement methods.
 2. The Resident Involvement Register will continue to be updated and link up the Group register.
 3. The Grounds Maintenance Monitors will continue to monitor quality of services being delivered.
 4. We will explore further opportunities to improve the purchasing of materials and equipment through membership of Advantage South West, which already has resident representatives within its membership.
- **7. We will promote Equality and Diversity to enable all residents to be active in Resident Involvement**

Action Points:

1. We will continue to hold meetings in venues that are accessible to all. Local Authorities and external agencies will be asked to provide information about availability, suitability and costs so that a register of suitable venues can be compiled.
 2. The times and locations of meetings will be reviewed, rearranged and publicised as appropriate.
 3. Customer profiling by survey methods will be further developed and the information used to ensure that our residents' needs are met.
 4. The formation of a 'Youth Forum' will be explored and encouraged.
 5. Support for resident and community groups that are developed for specific vulnerabilities and individual needs will be explored and developed.
 6. We will provide information in a variety of formats and this availability will be published on future publications and correspondence and this will be monitored by the Media sub-group.
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- **8. To support, encourage and develop residents to maintain influential roles within the wider community and to develop and clarify links with other groups, organisations and partners**

Action Points:

1. A joint residents' event will take place to which all residents across the DCH Group will be invited.

2. A number of representatives will be nominated from PTC to participate in the activities of other groups, organisations and partners, as appropriate.
3. Feedback to PTC from nominated representatives will take place at each meeting.
4. Sharing information to all tenants will take place through the newsletter and website.
5. To ensure representation with TSA, One Cornwall and other influential agencies.

- **9. To demonstrate our commitment to working with our Partners to deliver our Resident Involvement Strategy and Statement**

Action Points:

1. The Resident Involvement Strategy and Statement will undergo a process of review that has relevance across the DCH Group.
2. The Resident Involvement in Governance DCH Group project is continued and developed.

- **10. To work with all residents to identify and remove the obstacles and barriers to resident involvement**

Action Points:

1. There will be support given to all residents who are engaged in neighbourhood renewal projects.
2. Equality and Diversity training will be developed.
3. Financial support will be given to recognised Residents' Associations and encouragement for start-up groups to develop their governance arrangements.

4. Practical support to local involvement will be provided by our Community Development Workers.
5. Mentoring by active residents and our staff will be promoted to assist involvement.