



Resident Involvement

Introduction

1. Our vision is to create thriving communities with a mission is to improve the quality of life for our residents.

We engage with our residents and stakeholders in a range of ways. This has been from our inception as a co-op. We still retain this identity and continue to offer a range of options for residents to be involved with us. The Women's and Youth Forums gave our activities a further boost. Our Menu of Involvement has focused our work offering further options for residents. This led to residents participating in activities such as scrutiny, estate inspections, mystery shopping and staff/contractor recruitment.

This menu is available on our website www.spitalfieldsha.co.uk and forms our resident engagement programme.

Definitions

Community Development – the process of building active and sustainable communities by supporting residents to improve their life chances.

Resident Involvement – Ways in which residents may influence decisions made by their Landlord and how their homes are managed. This can range from low level consultation to formal involvement (such as residents associations).

Purpose

2. To offer residents a range of options to engage with us and influence our service delivery. Residents are the best people to tell us what works well and where we can do better to provide value for money services. We need their help to improve our services, increase satisfaction levels and to ensure our communities thrive.

Policy

3. We will:
 1. Offer resident involvement information at pre-lettings stage to ensure new residents can participate from the outset.
 2. Outline and provide information on the different ways residents can be involved with us based on our menu of involvement which is outlined below.
 3. Support and continue to develop the scrutiny panel.

4. Listen to our residents views and use these to develop service standards.
5. Promote the setting up of residents associations (RA's) to develop a local voice and help us build active and sustainable communities
6. We will formalise RA's and offer opportunities to engage with us and continue to support existing and new RA's.
7. Provide training and support for residents in recruitment and selection of staff and contractors. Trained residents will participate in recruitment of front line staff posts and the appointment of contractors
8. Offer opportunities to ensure participants reflect the makeup of our communities. Where groups are underrepresented, we will take positive action to achieve balance.
9. Engage residents to promote an understanding of the range of services we provide for them such as repairs and other housing management services
10. Involve and consult them on housing related policies and services, using a range of events
11. Publish quarterly residents newsletters to update them on progress
12. Fulfil out regulatory duties by using all the activities for an annual local offer for residents to hold us accountable as well improving continuously.

Responsibility

4. The resident involvement team are responsible for implementing this policy to best practice standards. The responsibility also extends to the housing management and repairs teams.

Monitoring, Review & Evaluation

5. The Head of Housing Services will report to SMT and the board providing regular updates.

This policy will be reviewed in three years.

This policy is cross referenced with:

- TA – recognition and approval
- Menu of Involvement
- Grants Policy
- Trips policy
- Our Community Development Offer