



Resident involvement

Resident involvement



South Northants Homes' (SNH) mission statement and core values put residents at the heart of the organisation. SNH provides a range of opportunities for residents to become involved, both formally and informally. This enables residents and SNH to work in partnership, making key decisions about how housing and related services are delivered and developed.

We recognise that the involvement of residents is key to the continuous improvement of housing services provided by SNH.

SNH has many exciting opportunities for residents to get involved. By having your say, SNH can develop services which reflect the needs of our residents.

SNH's key objectives for resident involvement

Enabling resident involvement

We will encourage, motivate and empower our residents to be involved in the work of SNH. We will provide any training and support needed by individuals or groups, in order to contribute to their communities and to the success of SNH.

Ensuring our residents have the opportunity to influence service delivery

We will provide a wide range of opportunities for customers to be involved in the activities of SNH. We ensure equal access to all our customers (for example younger and older customers), so everyone has the opportunity to influence. We recognise our customers are in the best position to tell us which services work well and where we can improve.

We will offer a range of ways in which residents can be involved, from attending neighbourhood walkabouts to membership of our Board of Management.

SNH's key objectives for resident involvement

Communication with residents

Working with our residents, we will aim to continuously improve communication and the quality, clarity and range of information we provide – such as service statements, leaflets and publications, including our residents' newsletter, and our website.

Community development

We will work with local communities, Parish Councils and other voluntary and statutory organisations on a range of community development projects that will help to create safe and sustainable communities.

Understanding resident involvement

SNH has a dedicated Community Development Team; however it is vital that all staff recognise the importance of resident involvement and their role in ensuring that it is genuine. All staff will be appropriately trained and supported to ensure that they can achieve their individual resident involvement objectives.

SNH Board

SNH is managed by a Board, which has five places for tenant Board Members from a total of 15. This means that a third of our Board Members are tenants, making major decisions about how SNH operates and is managed. The Board is responsible for the strategic management of SNH and ensuring that it meets its legal and financial obligations, in the best interests of its residents, customers and local people in housing need.

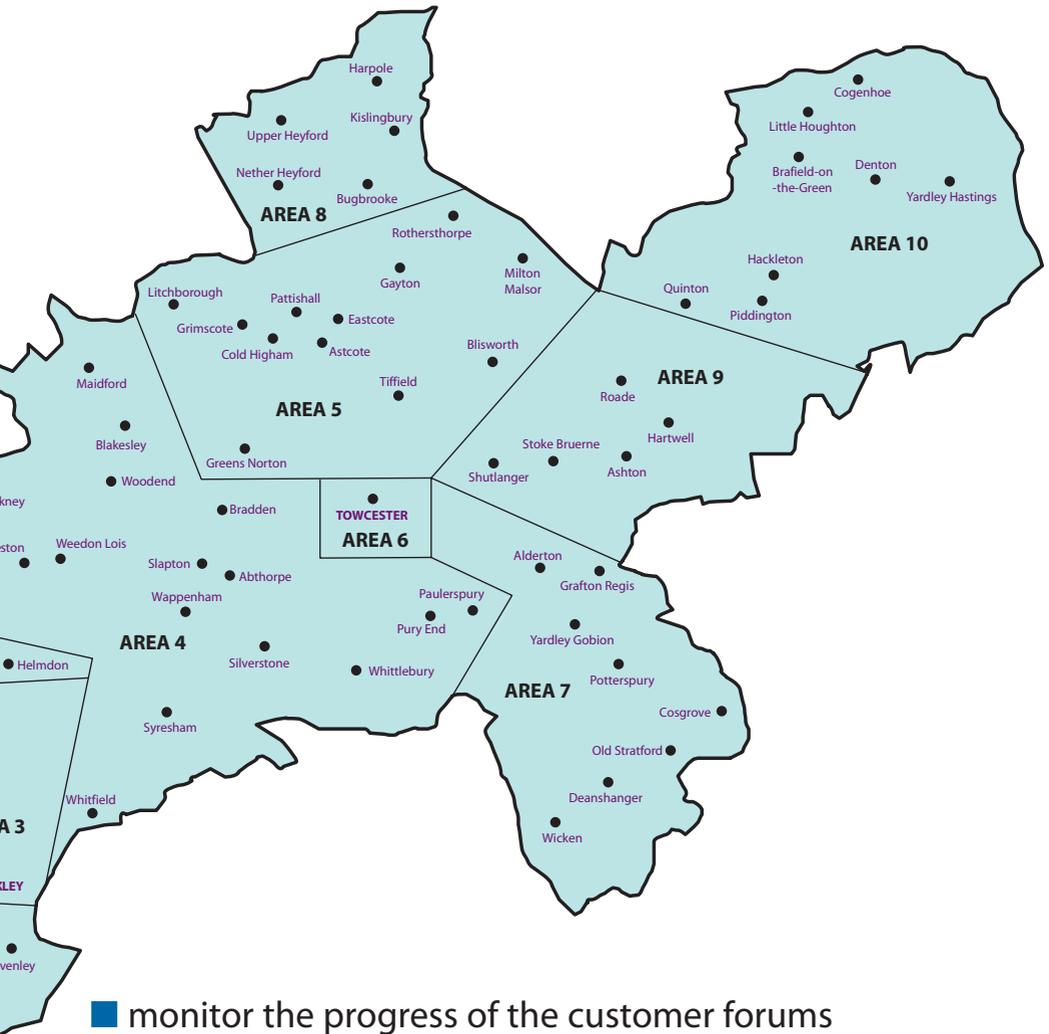


Customer Committee

The SNH Customer Committee is an elected committee of 10 tenant representatives (each representing a specific area), a leaseholder representative and two non tenant board members. One of the roles of the Customer Committee representative is to be a voice for residents who live in the area they represent, and bring to our attention any issues or concerns in the local communities. The Customer Committee meets bi-monthly and their role is to:

- nominate tenants to the five places on the SNH Board
- monitor the progress of the Major Repairs and Improvement Programme
- monitor our performance, particularly in terms of delivering the promises made in the Offer Document
- assist with policy reviews
- decide how the Charitable and Community Donations fund is awarded
- make recommendations to the Board





- monitor the progress of the customer forums
- decide priorities for the environmental improvement programme.

Value for Money Procurement Panel

This is a consultative sub-panel for Grand Union Housing Group consisting of Customer Committee members from SNH and Aragon Housing Association (SNH's sister organisation). They are involved in the selection of contractors and suppliers, monitoring tenders and ensuring value for money for the group.

Customer forums

SNH facilitates six themed customer forums. The role of the customer forums is to work with SNH in developing improvements across a range of services. The forums are consulted on a wide variety of policies and services and will make recommendations to Customer Committee and SNH.

Repairs and Improvements Forum

The Repairs and Improvements Forum is a consultative body for the Major Works Programme, the maintenance and repair of SNH properties, heating maintenance and any other area relating to the Repairs and Improvements Service.

Customer forums

Housing Management Forum

The Housing Management Forum is consulted on issues that involve the Housing Management Service. This includes tenancy issues, management and letting of garages and hard standings, voids and allocations, rent payments, tenancy support, gardening and decorating scheme, and neighbourhood walkabouts.

Older Persons' Forum

The Older Persons' Forum is consulted on issues relating to our Retirement Homes Service, including Supporting People, Call Care Alarm Service, policies and procedures and new projects and initiatives.

Communications Forum

This forum is consulted on the ways we communicate to our customers, to ensure that communication is easily understood and designed in appropriate formats. This includes involvement with the development of newsletters, the calendar, the SNH website, information leaflets, events and consultations.

Customer forums

Equalities and Accessibility Forum

The aim of this forum is to review and monitor the way we deliver our services, to ensure we are meeting the needs of all our residents and we are providing a fair and open service.

Leaseholder Forum

The Leaseholder Forum has been set up specifically for our leaseholders, to ensure they are kept informed and consulted on any changes.

Policy reading group

SNH has a series of policies which are reviewed annually to ensure they are kept up to date. These are customer facing documents and outline our approach to different aspects of our services. SNH is looking for customers to read our policies in the comfort of their homes and then complete a short questionnaire, before returning them in the freepost envelopes.

Mystery shopping

Mystery shopping is a powerful way of testing our service against agreed standards. Customers are trained to test the services delivered by SNH. The results will identify areas for improving service delivery as well as recognise what we are doing well.

Customer forums

Customer surveys and feedback

SNH residents can submit feedback in a number of ways, for example, by completing customer satisfaction surveys, by telephoning, or by completing customer feedback forms, both online and on paper. This enables residents to express their views about the service they received, and allows SNH to collect information about the efficiency and effectiveness of the day-to-day services, which can be used for service improvements.

Residents' associations and community groups

SNH aims to support and encourage the development of residents' associations and community groups out in the district. These will form an important tier to our involvement structure and will give residents living within a specific area, a forum to take up issues of community concern and to express the views of residents to SNH, other landlords, local authorities and other agencies. Once set up, they will make campaigning for local communities more effective, keep residents informed, and greatly assist community-building.

Working with young people

SNH works in partnership with local youth organisations and young people in the district, to develop projects and services that benefit both young people and the wider community. Previously this has included Sound Box, Mears Young Apprentice project and Silver Surfers intergenerational project.

SNH also offers work experience placements to young people. We would like to hear from you if you are a young person interested in becoming involved with the development and improvement of SNH services.

Neighbourhood walks

SNH hosts a programme of neighbourhood walks which enable the community, in partnership with SNH officers and external organisations (including police and Parish Council representatives), to walk around their neighbourhood and raise any areas for improvement.



Resources to support resident involvement

You do not need any specific skills or experience to become an involved customer and you could gain a whole range of personal and social development skills, including team working, interview skills, problem solving, and public speaking skills.

SNH will provide all the training necessary to assist you in becoming an involved customer, as well as providing you with ongoing support and information. All the work is voluntary; however SNH can reimburse you for costs such as travel, childcare and training related expenses.

SNH is committed to ensuring that all customers have the support needed to get involved. The following support mechanisms are in place:

- leaflets and literature to promote our services
- dedicated resident involvement budget
- computer facilities for involved customers to use, at nine different locations in the community
- expenses will be paid, including travel and child care
- a training programme designed around both individual and group needs
- support and funding for involved members to attend external conferences and training events
- a dedicated Community Development Team.

Reviewing and monitoring resident involvement

SNH will monitor resident involvement through:

- promoting involvement activities and opportunities through our quarterly newsletter
- reviews of our services by our customer forum members
- satisfaction surveys and STATUS surveys
- resident involvement impact assessments
- promoting the outcome of your involvement.

Charitable and Community Donation Fund

SNH is committed to community development, including providing support to local groups and charities. We have funding available, that can be donated to local initiatives.

All applications are welcome, as long as they meet **one or more** of the following criteria:

- the request must directly or indirectly benefit SNH tenants
- the group/organisation must be in the same geographical area as SNH

Charitable and Community Donation Fund

- the donation supports the wider social housing movement
- the donation supports the local community in which SNH operates.

As long as the request is in line with the SNH donation policy, it will be presented to our Customer Committee, who will then make a decision.

Contact details

If you require further information on any of the resident involvement opportunities, then please let us know

Contact:

**South Northants Homes
Community Development Team
Wood Burcote House
Burcote Road
Towcester
NN12 6TF**

Tel: **01327 357862** or **01327 357825**

Equality and Diversity

South Northants Homes has a responsibility to ensure that equal opportunity and effective management of diversity are at the core of its business. We set targets to deliver services that are responsive to the needs of communities and individuals, and promote social inclusion. Further details of this policy and our action plan are available on request.

Do you need this in a different format?



Do you need the information in this document in a different format? Please contact us on **08454 606 888** for details.



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