



South Northants Homes Resident Involvement Service Statement

South Northants Homes Mission Statement

To provide homes and housing services that make a positive difference to the communities in which we work.

SNH Core values:

- Be open and honest in all our dealings and maintain the highest integrity at all times
- Provide efficient and accessible services and work continually to improve them to meet customer needs
- Listen to customers and involve them in the development and management of their homes. Provide and maintain quality, affordable, sustainable homes
- Respect and value equally the contribution of all people involved in our organisation, including customers, staff and stakeholders.
- Maintain a sound financial base and maximise the use of our assets and resources

South Northants Homes Mission Statement and core values put residents at the heart of the organisation. The Association provides a range of opportunities for involving residents both formally and informally. This will enable South Northants Homes and residents to work in partnership to make key decisions about how housing and related services are delivered and developed.

We recognise the involvement of residents is key to the continuous improvement of housing services provided by South Northants Homes.

Our Resident Involvement statement outlines our key objectives for resident involvement and how we will achieve them. It also gives some information about what we have already put in place.

South Northants Homes key objectives for improving resident involvement

Understanding

Resident

Involvement

SNH have 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 and meaningful. All staff will be appropriately trained and supported to ensure that they can achieve their individual resident involvement objectives.

Enabling Resident Involvement

We will encourage, motivate and empower our residents to be involved in the work of the association. We will provide the training and support that both individuals and groups need 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 range of different opportunities for tenants to be involved in the activities of the Association. We ensure equal access to all our customers (for example younger and older customers), in order to ensure that all our customers have 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 estate walkabouts to membership of our Board of Management.

Communication with tenants

Working with our customers we will aim to continually improve communication and the quality, clarity and range of information we provide . such as service statements, leaflets, 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.

The statement will be reviewed annually with residents to ensure it meets customer expectations. The review will be to ensure that we have met the standards set and that there are positive outcomes for customers and SNH.

Community Development at South Northants Homes has achieved the following:

- The successful recruitment of a full time Community Development Manager and Community Development Officer
- The creation of our Customer Committee with 10 tenant representatives
- 5 Tenant Representatives on our Board of Management
- Service improvement work since transfer with 3 Customer Forums; Older Persons, Repairs and Improvements and Housing Management
- A programme of estate walkabouts for 2009/10 covering all villages
- A programme of South Northants Drop Ins for 2009/10 (bringing our services out into the community as promised in the offer document)
- Regular Retirement Scheme residents meetings
- 3 editions of South Northants News
- The introduction of our residents calendar with details of key events and activities
- Computers with internet access installed in our 9 sheltered schemes.
- Equality & Diversity training delivered for our involved members.

We plan to:

- Attend and organise local events to raise the profile of SNH and improve engagement in the wider community
- Continue to deliver the programme of estate walkabouts
- Continue to deliver the programme of SNH Drop Ins
- Support the development of Residents Associations
- Extend and strengthen our forum membership
- Introduce new forums and new ways for customers to get involved
- Introduce a leaseholder forum
- Introduce an Accessibility and Minority Forum
- Introduce a Youth Forum to encourage involvement from our younger tenants
- Continue the development of our website involving tenants in the process
- Introduce a suite of literature including service leaflets
- Introduce a Retirement Homes newsletter
- Review our calendar with a view to providing information on how SNH is performing.
- Hold our first Customer Conference
- Consult with tenants on new housing development opportunities
- Develop an annual tenant training programme
- Introduce a regular staff training programme on the importance of Resident Involvement.
- Involve you with setting standards and continuous improvement
- Involve you with setting targets for resident involvement

We put residents at the centre of decision making, providing a range of opportunities for residents to be involved at a governance, strategic and local delivery level.

Our tenants can get involved by:

- Simply by talking and sharing your views to any SNH staff
- Completing customer feedback forms
- Using our complaints procedure
- Attending our SNH Drop In events
- Attending any of our estate walkabouts
- Volunteer on our community based projects
- Setting up or attending local residents meeting or groups
- Becoming a mystery shopper
- Joining a Customer Forum
- Becoming a Customer Committee or Leaseholder Representative
- Becoming a Tenant Board Member

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

Resources to support resident involvement

SNH are 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
- ✓ Resident Involvement budget
- ✓ Computer facilities for involved tenants to use at 9 different locations in the community
- ✓ Tenant 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

What will happen as a result of my involvement?

Your involvement is important to us and we promise to keep you informed about what we are doing with the views and ideas you have expressed.

We can't promise to always do what you ask us to do but if we can't, we will give you a full explanation of our reasoning.

Reviewing and monitoring resident involvement

We 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
- Impact assessments
- Promoting the outcome of your involvement