



Broxtowe
Borough
COUNCIL

Resident Involvement Strategy 2015 -2018

Make Your Voice Count




Housing, Leisure and Property Services

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“The quick eye to see, the true soul to measure, the large hope to grasp the mighty issues of the new and better days to come – greater ideals, greater hope, and patience to realise both.”
Octavia Hill - 1898

Why Involve Residents?

Residents are central to our business and are best placed to tell us what works well and what could work better. Resident Involvement in Housing Services enables the needs, priorities and aspirations of residents to form the basis of service development. The minimum requirement for tenant involvement and empowerment is set out in the Homes & Communities Agency's Regulatory Framework for Social Housing in England.

What is Resident Involvement?

Resident Involvement is a partnership approach to developing Housing Services with a number of ways available for residents to let us know their views and opinions. From involvement at home right through to involvement in decision making, residents choose how they make their voice count. Support and training is provided to ensure residents have the skills they need to be involved in their preferred way.



*“Improve the use of
feedback to develop our
services”*

*Housing Strategy 2015 – 2020,
Broxtowe Borough Council*

Strategy Development

Consultation took place through a survey sent out to the Involvement Consultation Database and questions incorporated into the Retirement Living Consultation. The survey was also made available online and highlighted on the Council's website and social media, with 492 responses received.

The results of the survey were considered by the Housing Department and the Resident Involvement Group (RIG) who have assisted in the development of the priorities and associated actions for involvement set out in this strategy.



“Ensure that residents have the skills and knowledge to effectively scrutinise the service provided”

Housing Strategy 2015 – 2020, Broxtowe Borough Council



Priorities

Through consultation and discussions with residents, the Resident Involvement Group and Council officers the following have been identified as priorities for Resident Involvement:

- Raising awareness of Resident Involvement to get more residents involved
- Development of more ways to engage with residents outside of meetings and gather wider views and opinions, especially from younger people
- Further development of Scrutiny arrangements
- Development of training arrangements to support Resident Involvement, enable a wider contribution to communities and improve employment opportunities
- Facilitate Community Development



Wider Aims and Objectives

Resident Involvement contributes to a wide range of national, local and Broxtowe Borough Council priorities, including:

Nationally

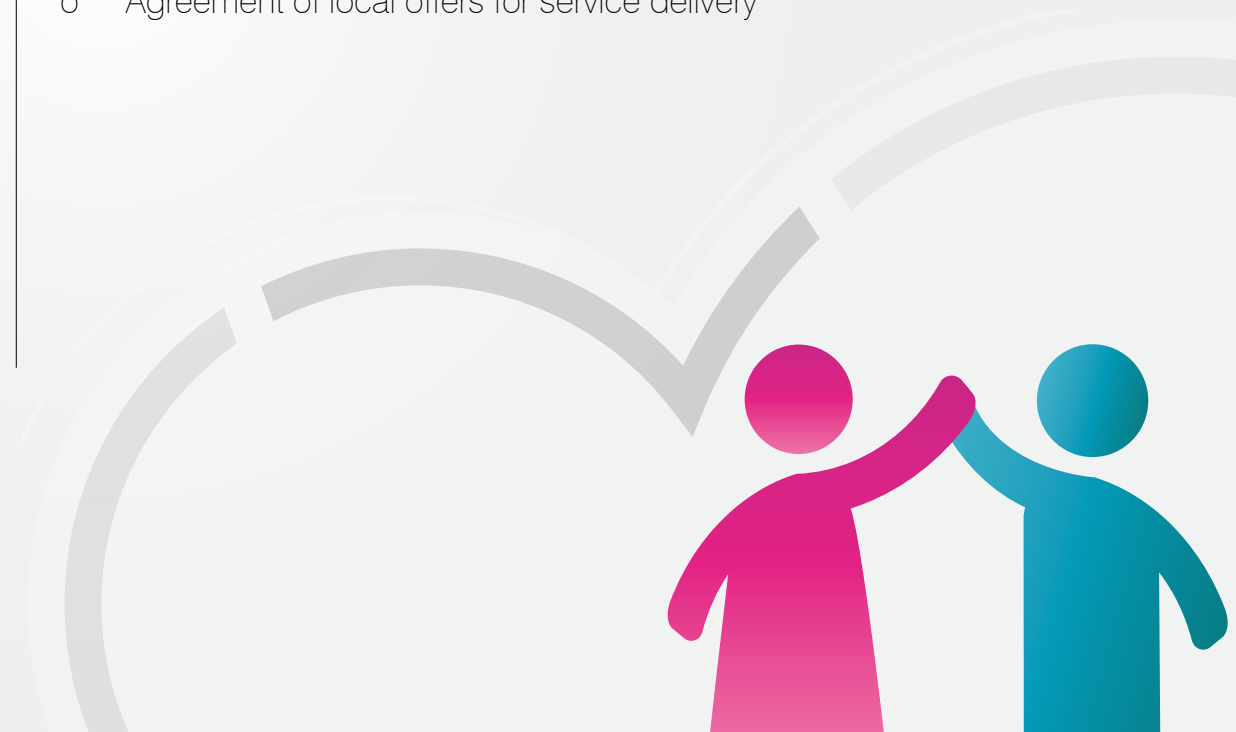
- Giving people who live in social housing new ways of holding their landlord to account through co-regulation
- Providing choices, information and communication that is appropriate to the diverse needs of tenants
- Ensuring tenants are given a wide range of opportunities to influence and be involved in the:
 - o Formulation of their landlord's housing related policies and strategic priorities

"Good landlords understand that listening to tenants is not just the right thing to do. It is also good for business"

*An Investment not a Cost,
Tenants Leading Change*



- o Making of decisions about how housing related services are delivered, including the setting of service standards
- o Scrutiny of their landlord's performance and the making of recommendations about how performance might be improved
- o Agreement of local offers for service delivery



Housing Strategy 2015 - 2020

- Improve the use of feedback to develop our services
- Support residents of the Borough through changes to their benefits to ensure tenancy sustainment and financial inclusion
- Build upon our successful partnerships to provide innovative solutions to issues facing the residents of the borough
- Ensure that we optimise the use of council owned facilities to benefit the community
- Provide residents with support to improve their employability
- Provide residents with training and support to ensure they have the skills to sustain their tenancies
- Ensure that residents have the skills and knowledge to effectively scrutinise the service provided

Housing Revenue Account Business Plan

- Improving the numbers of residents involved in participation
- Complying with the Housing Regulatory Framework
- Implementing the Resident Involvement Strategy
- Enabling the Housing Performance Group to monitor the Housing Revenue Account Business Plan



What Involvement Has Done

Service Review Groups have elected Chairs and Vice-Chairs from their members to ensure the groups are resident-led

All Housing service areas are covered by, or have access to Service Review Groups to help develop services through recommendations made by residents

The Housing Performance Group, consisting of tenants and councillors, has been set up to monitor the Housing Revenue Account Business Plan

Increased repairs satisfaction rates, especially from younger people, through development and trial of Mystery Shopping by Experience

Development of Tenant & Leaseholder Matters and the Annual Report to ensure it engages readers and is produced in a more cost-effective format

A Housing Web Focus Group has been set up to review the content and redesign the structure of the Housing pages on the Council's website to ensure they are user friendly

A Focus Group has reviewed all the stages involved in the Voids process and made recommendations for improvements

Involvement in contract negotiations with Modernisations contractors to ensure the viewpoint of residents are taken into consideration

Meet the Contractor meetings held to enable residents to provide views on the services they receive



“Provide residents with support and training to ensure that they have the skills to sustain their tenancies”
*Housing Strategy 2015 – 2020,
Broxtowe Borough Council*



What Residents Can Expect From Us

- We provide choice, information and communicate with residents in a way that is appropriate to individual needs and using a variety of methods.
 - Residents are consulted on issues, which affect them, their home and the area in which they live.
 - We offer a range of opportunities for residents to be involved in the management of their homes and at a level to suit the individual.
 - The involvement of all residents is encouraged irrespective of age, race, religion or belief, disability, gender or sexual orientation.
 - Residents are provided with training to appropriately build and develop both their skills and knowledge.
- We provide ongoing support to residents to build their capacity to be more effectively involved.
 - We will listen to and value the feedback and suggestions received.
 - Residents are informed how services have developed as a result of their involvement.
 - We reimburse out of pocket expenses for residents attending meetings, or participating in events, where their views are sought in line with the Resident Involvement Expenses Policy.
 - Residents are supported with their personal development.

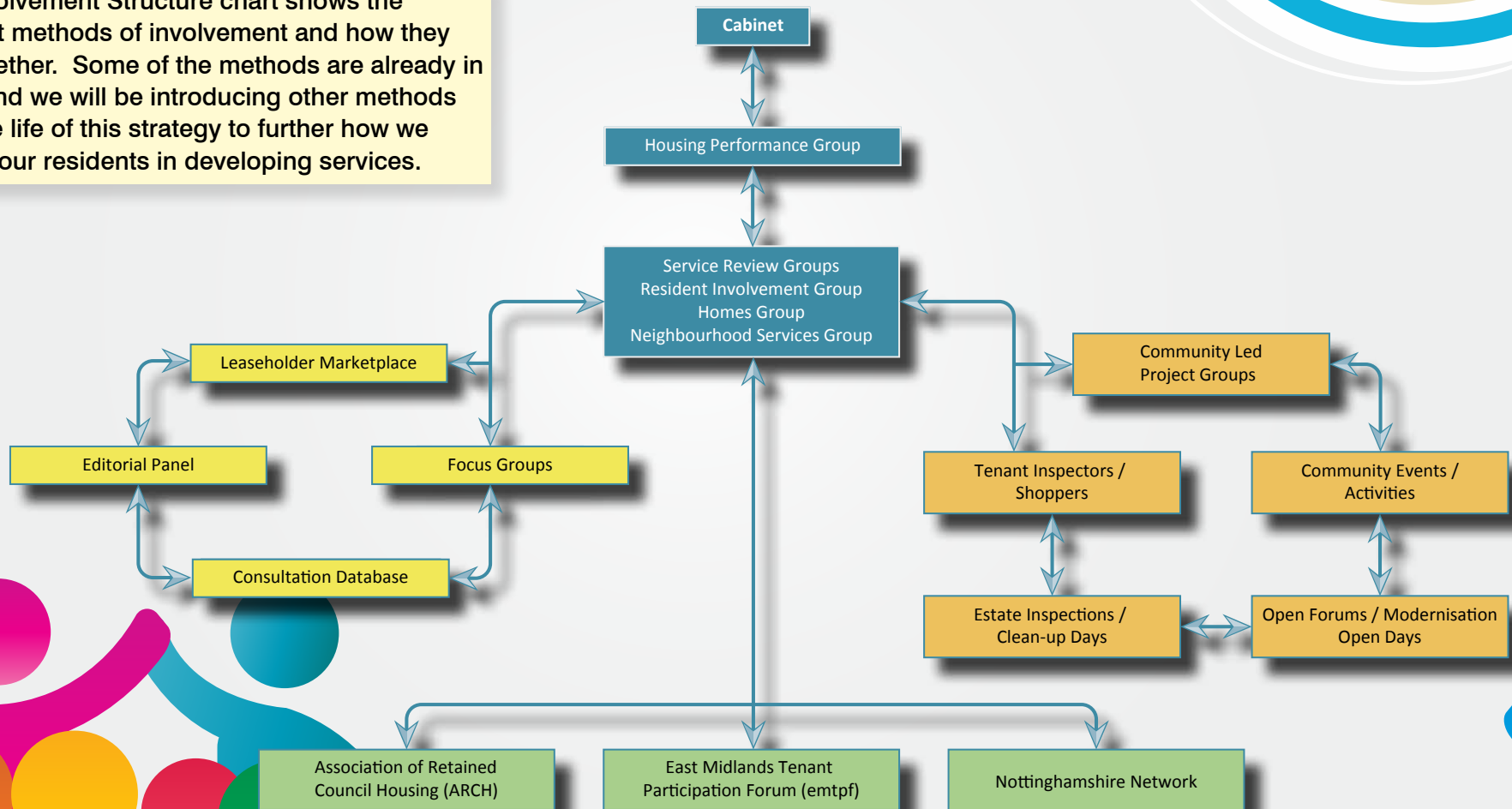


“Ensure that tenants are given a wide range of opportunities to influence and be involved in the making of decisions about how housing related services are delivered”

Tenant Involvement & Empowerment Standard, Regulatory Framework for Social Housing

Involvement Structure

The Involvement Structure chart shows the different methods of involvement and how they link together. Some of the methods are already in place and we will be introducing other methods over the life of this strategy to further how we involve our residents in developing services.



How Residents Will Be Involved

Home Involvement

Satisfaction Surveys are sent to residents after a service has been received, such as repairs or modernisations to gather views of the service provided.

Consultation Questionnaires are conducted when changes are being considered that will have a direct impact on residents to seek views on proposals.

STAR (Survey of Tenants & Residents) is conducted every two years to gain an overall view of Housing services to help plan for the future development of Housing services.

Consultation Database is open to all residents to join to take part in surveys, a few times a year, to seek opinion about a specific area and provide information about involvement opportunities.

Tenant & Leaseholder Matters the Housing Department's newsletter is produced twice a year and keeps residents informed about the housing services they receive.

A Year in the Life of Your Landlord, the annual report for tenants, provides residents with details of how the services they receive have performed over the financial year and what improvement plans have been put in place for the following year.



Community Involvement

Open Forums are for all residents and enable consultation to take place and gives residents the opportunity to talk to officers about individual concerns.

Modernisation Open Days enable residents who are due to have work carried out in their home to talk to officers about the work and make choices on fittings and colours.

Leaseholder Marketplace will be held to coincide with the receipt of service charge invoices and will give leaseholders the opportunity to discuss any concerns or queries with officers on a one-to-one basis.

Tenant Inspectors will be developed and a pool of residents will undertake Mystery Shopping, Estate Inspections and Void Inspections. They will work to an agreed format and produce reports of their findings.

Estate Inspections / Clean-up Days are held on estates across the borough. Estate Inspections are being developed to encourage more residents to get involved, especially after a clean-up day has taken place to ensure the area is maintained and kept tidy.

Community Events / Activities take place across the borough and include, Men in Sheds; Older Peoples' Week, Christmas Hampers and Retirement Living social activities. Further community events and activities will be developed with residents.



Good quality housing management services, focussed on tenants' needs and priorities, are fundamental to promoting and supporting socially inclusive and cohesive communities"

National Framework for Tenant Participation Compacts

Group Involvement

Focus Groups are set up to address a specific issue. The groups will meet until the issue has been addressed and an outcome agreed.

Editorial Panel assists in the production of 'Tenant & Leaseholder Matters' and 'A Year in the Life of Your Landlord' and comment on other publications produced for residents. Residents form the majority on the panel and are supported by officers.

Community Led Project Groups will be supported by officers to develop and improve their areas and build a real sense of community.



“Housing Strategy should more closely reflect the wants and needs of the local population, developing trust and engagement with local people and reflecting a shared vision of growth and progress.”

Natalie Elphicke and Keith House, Elphicke – House Report January 2015

Decision Making Involvement

Service Review Groups scrutinise performance of the services provided to our residents. The groups are chaired by residents and are supported by the lead officer for the service area. These groups use a wide range of information to identify and make recommendations on how services can be developed for the benefit of all residents. The following groups are in place:

- Resident Involvement Group (RIG)
- Homes Group (Repairs and Modernisations)
- Neighbourhood Services (Tenancy & Estates Management and Retirement Living)

Housing Performance Group is a working group of tenants and councillors who monitor progress against the Housing Revenue Account Business Plan. The group make recommendations, which are fed into the Council's decision making process and will ask Service Review Groups to look at areas in detail to help guide their recommendations. The group is supported by the Head of Housing and Head of Financial Services.





Wider Involvement

Involved residents are encouraged to attend meetings and events at county, regional and national levels. Through their involvement at these levels residents gain a wider knowledge and understanding that benefits their involvement with the Council. Support is provided for residents with their involvement with the following groups:

Nottinghamshire Network is a group of officers who meet to share experiences of scrutiny and their approach to involvement. They organise joint training for residents involved with scrutiny. The Resident Involvement Co-ordinator sits on the Network and enables residents to access training.

East Midlands Tenant Participation Forum (emptf) hold three regional seminars each year providing key information and workshops on a wide range of community and policy issues. The Resident Involvement Co-ordinator is an elected emptf committee member and involved residents are encouraged to put their name forward for election.

Association of Retained Council Housing (ARCH) is a national group consisting of Councils who have retained their housing stock. They hold an annual tenants' and residents' conference with speakers and workshops on housing related themes. The Director of Housing, Leisure and Property Services sits on the board and involved residents are encouraged to put their names forward for election onto the ARCH Tenants' Group.

“Successful businesses in all sectors have a common theme – they know, understand and respond to their current and future customers. They do this by developing approaches and mechanisms to engage with service users”

*New Approaches to Tenant Scrutiny,
Chartered Institute of Housing*

Training

Involved residents are able to access training to help their involvement with the Council. The cost of training is covered by the Resident Involvement budget and is free for residents.

The Resident Involvement Co-ordinator will make residents aware of training that will be beneficial to them. Involved residents are able to suggest training they are interested in attending, which will be assessed against the need of the individual or group.



Expenses

Involved residents are able to claim out of pocket expenses for their attendance at meetings or events, in line with the Resident Involvement Expenses Policy.



Resident Involvement Actions 2015 – 2018

This strategy is supported by key actions to ensure identified priorities are addressed. The key actions are detailed here and the Service Delivery Action Plan provides more detail against each action. This action plan will be reviewed on an annual basis to ensure it reflects any changes in priorities, policies and takes into account any other influences that may affect the future development of Resident Involvement communities in the borough.

Raise awareness of Resident Involvement to get more residents involved			
Outcome	How this will be achieved	Key teams involved	Year
All teams within Housing have the knowledge and skills to support the delivery of the Resident Involvement Strategy	Discussions at meetings between Principal Officers and Head of Housing to highlight involvement needs of all teams within Housing	All teams within Housing	2018
	Provision of information and discussion at Housing Management Team meetings to ensure all are aware of involvement requirements for their teams		
	Attendance at team meetings to establish knowledge levels and raise awareness of involvement		
	Inclusion of Resident Involvement in team days/all staff events to raise awareness of involvement		
	Development of involvement projects with individual officers or groups to achieve specific outcomes		
	Identification, development and delivery of training and information sessions		

Raise awareness of Resident Involvement to get more residents involved			
Outcome	How this will be achieved	Key teams involved	Year
There is a greater awareness of the benefits of involvement, for both residents and service development	Provide feedback on the results of Resident Involvement to highlight the impact involvement has on developing services	Strategy and Performance	2017
	Further development of web pages to include benefits of involvement		
	Develop social media programme to showcase benefits of involvement		
	Develop testimonials of involved residents to showcase experiences and benefits		
Residents have an increased understanding of the different methods of involvement available for them to choose from	Review and develop Resident Involvement Agreement to provide clear information on involvement opportunities	All teams within Housing	2018
	Develop social media programme to showcase methods of involvement		
	Publicise involvement meetings and activities through existing communication channels		
The number of residents involved with service developments is increased	Include questions within STAR to establish current level of awareness	Strategy and Performance	2017
	Develop branding for Resident Involvement to give it a clear identity		
	Publicise the Resident Involvement Expenses Policy to highlight reimbursement of out of pocket expenses		
	Purchase promotional merchandise for involvement events and activities		
	Develop promotional material to include benefits and methods of involvement		

Development of more ways to engage with residents outside of meetings and gather wider views and opinions, especially from younger people			
Outcome	How this will be achieved	Key teams involved	Year
The number of residents who would not normally engage with the Council is increased	Develop how clean-up days and estate inspections are used to engage and consult with residents	All teams within Housing	2018
	Gather views and opinions of residents at community based events		
	Establish pool of resident inspectors / shoppers		
	Utilise pool of resident inspectors / shoppers to assist in identifying areas for development		
	Review and develop Open Forums		
Community based involvement events and activities have been developed and being delivered	Investigate community based events currently being run and how they can be utilised to engage with residents	All teams within Housing	2018
	Develop social media programme to showcase methods of involvement		
	Publicise involvement meetings and activities through existing communication channels		
There is a wider understanding of the priorities and opinions of	Review of customer satisfaction surveys	Strategy and Performance	2016
	Review how consultation results are captured and used to inform service developments		



Development of more ways to engage with residents outside of meetings and gather wider views and opinions, especially from younger people

Outcome	How this will be achieved	Key teams involved	Year
The number of residents involved with service developments is increased	Include questions within STAR to establish current level of awareness	All teams within Housing	2018
	Investigate and identify partner organisations / agencies and establish links		
	Identify and develop provision of further community based events and activities		
	Identify how involved residents can engage with residents at community based events and activities		
	Run pilot project to engage with residents through a day trip to Skegness		
	Run pilot for community led project to improve an estate		
	Develop an annual Tenants' Awards event		



Further development of Scrutiny arrangements

Outcome	How this will be achieved	Key teams involved	Year
A clear process and procedure for resident scrutiny has been developed and been implemented	Investigate scrutiny processes and procedures	Strategy and Performance Legal	2018
	Develop scrutiny process and procedure		
	Implement scrutiny process and procedure		
The types of information and format to enable effective scrutiny by residents has been identified and developed	Undertake consultation with Service Review Groups to identify what types of information is needed and in what format	Strategy and Performance Legal	2017
	Develop information template		
Relevant training needed for residents and officers involved in scrutiny has been identified, developed and	Undertake consultation with Service Review Groups and officers to identify training needs	Strategy and Performance Legal	2017
	Develop and deliver a joint scrutiny training programme for residents and officers		
Service Review Groups are scrutinising Housing services in line with the agreed process to make informed recommendations for service developments	Develop scrutiny information for Service Review Group Information Pack	Strategy and Performance Legal	2018
	Publicise impact and results of scrutiny		
	Conduct an annual evaluation and review of the effectiveness of the scrutiny process and procedure		



“Star surveys were introduced in 2011 and continue to be an invaluable resource for landlords to assist in their understanding of how tenants and residents feel about the services they provide and to inform business planning and resource allocation”

A Guide to Running STAR, HouseMark

Development of training arrangements to support resident involvement, enable a wider contribution to communities and improve employment opportunities			
Outcome	How this will be achieved	Key teams involved	Year
The training needs of residents have been identified across the borough	Develop consultation to identify training needs of residents across the borough	Strategy and Performance	2018
	Organise and deliver two pilot training sessions based on results of consultation		
	Develop evaluation to assess ongoing needs		
Partnership approach to deliver training is established	Identify training providers and agencies who are able to work in partnership to deliver training	All teams within the Council who provide services to tenants	2016
	Agree provision with training providers and agencies		
	Develop training programme with training providers and agencies		
Training is being delivered at community based venues across the borough	Investigate community based venues that have potential to be used for training sessions	All teams within the Council who provide services to tenants	2016
	Develop and deliver a joint scrutiny training programme for residents and officers		
Residents are receiving training relevant to their needs and at a venue convenient for them	Launch Tenant Training Academy	All teams within the Council who provide services to tenants	2018
	IPre-tenancy training to provide new tenants with support to sustain their tenancy		
	Tenancy sustainment training to support existing tenants to address issues to prevent the loss of their tenancy		
	Provide apprenticeships within Housing		

Supporting documents

The requirements, objectives and guidance of the following policies, strategies and documents have been taken into account when developing this strategy:

- **The Localism Act**

www.legislation.gov.uk/ukpga/2011/20/contents

- **Regulatory Framework for Social Housing in England from 2012**

www.gov.uk/government/publications/the-regulatory-framework-for-social-housing-in-england-from-2012

- **National Framework for Tenant Participation Compacts – A toolkit to help councils and tenants agree and implement effective arrangements for involvement**

www.gov.uk/government/publications/national-framework-for-tenant-participation-compacts

- **Broxtowe Partnership: Sustainable Community Strategy 2010 – 2020**

www.broxtowe.gov.uk/index.aspx?articleid=980

- **Broxtowe Borough Council: Housing Strategy 2015 – 2020**

www.broxtowe.gov.uk/housing

- **Broxtowe Borough Council: Housing Revenue Account Business Plan 2012 – 2042**

- **Broxtowe Borough Council: A Profile of Broxtowe**

www.broxtowe.gov.uk/index.aspx?articleid=10652

- **Resident Involvement Expenses Policy**

www.broxtowe.gov.uk/residentinvolvement





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print upon request**

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**Broxtowe
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Broxtowe Borough Council
Council Offices, Foster Avenue,
Beeston, Nottingham NG9 1AB
Tel: 0115 917 7777
email: hps@broxtowe.gov.uk
www.broxtowe.gov.uk