

Resident Involvement Statement

Introduction

This statement explains the way Headrow actively encourages resident involvement and how through resident involvement the Associations services are influenced for 2007/8.

We realise that residents make a real difference to their local communities, policy development, decision-making, service delivery and management of their homes.

Therefore, together with residents we have introduced a Residents Compact, and Action plan. These give in more detail how we will deliver a successful resident participation strategy and aim for continuous improvement through specific targets.

The Housing Corporation requires that Registered Social Landlords carry out impact assessment on their Annual Resident Involvement Statement, this allows the Association to show the impact of resident involvement over the past year.

Aims

A section of Headrow's mission statement regarding customer involvement states that: -

“The Group will ensure that systems are in place to facilitate members and customers involvement with the shaping and setting of service standards.”

The Resident Consultative Committee 's mission statement is

“To reflect the needs and aspirations of residents, to develop policies that will sustain and support our community .”

We aim to: -

1. Respond to resident's needs and priorities and work towards addressing issues in a spirit of partnership.
2. Promote empowerment and encourage involvement in decision-making on housing matters that affect residents and their local environment.
3. Contribute to strengthening local communities
4. Encourage residents to embrace continuous improvement and Best Value.
5. Communicate with residents in a range of ways, which are easy to understand.

We will ensure that the resident compact is being successful by carrying out an impact assessment and measuring outcomes, we will let residents know how their input has made a difference, and this will be done in a number of ways e.g. newsletter, notice boards, and feedback at business meetings or at the Residents Consultative Committee.

How will we support Resident Participation?

We will make appropriate resources and support available for resident involvement. This includes providing venues for meetings and relevant training and conferences, travel, childcare etc.

The resident involvement budget is overseen by the Residents Consultative Committee.

Diversity & Resident Involvement

With the diversity of our residents in mind we offer a number of ways that they can become involved. We understand that not all residents may want to be involved directly, and therefore have a wide range of ways resident can become involved, to suit them.

Ways in which resident are currently involved: -

Satisfaction surveys
Repair satisfaction slips
E-mail
Resident Associations
Residents Consultative Committee
Liaison tenants
Resident's conference
Tenant Grant scheme
Newsletter
Operations committee resident members
Board resident members
Focus groups

We are continually seeking new and improved methods to involve our residents. In 2007 Headrow and some of its residents will join Leeds Tenants Federations Mystery Shopping Scheme.

This statement will be published on our web site and displayed in our office and scheme notice boards. Copies of this statement will be made available in large print, audiotape or in other languages, on request.

Review

Improving resident involvement is a continuous process, we will continue to work in partnership with residents in ensuring the resident action plan is achieved.

This statement will be reviewed annually, using an appropriate impact assessment. The date of the first review being March 2007.

This statement was produced in conjunction with resident representatives.

Date: 1st December 2006