

**CONSULTATION DRAFT. V.1.0**

**Brighton & Hove City Council**

# **Resident Involvement Strategy**

**2010 - 2015**

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## FOREWORD

[insert foreword from Cllr Maria Caulfield]

## INTRODUCTION

This Resident involvement Strategy sets out to build on the existing resident participation system, amongst the council's tenants and leaseholders, seeking to present new opportunities for increasing the number of residents who get involved, whilst also encouraging those that don't normally engage with us to do so. The strategy works within the council's existing Community Engagement Framework that itself is part of the city-wide 2020 Community Partnership.

### Our vision for achieving excellence in Housing Management

The Housing Management Service Improvement Plan 2009-2012 aims to '***achieve excellence in housing management with residents at the heart of everything we do***'. The priorities of the plan are to

- Improve services to an excellent standard, with residents at the heart of everything we do
- Improve the quality and sustainability of our homes and neighbourhoods
- Deliver Value for Money services and maintain a sustainable 30 year business plan
- Make best use of our housing stock to address housing need
- Ensure that social housing provides a platform for reducing inequality and creating opportunity

### Our guiding principles for involving residents

During the development of the Resident Involvement Strategy we agreed with residents the following guiding principles that underpin everything we do when involving residents in the management of their housing:

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- Every tenant and leaseholder matters and should be able to have a say in how their housing is managed
- We will offer residents support to be effectively engaged, involved and empowered
- We are committed to equal opportunities and social inclusion in how we deliver services, provide information and involve residents
- We will treat all residents with fairness and respect and encourage residents to do the same
- We are committed to openness and transparency with our residents in reaching decisions about our housing stock and providing information about our performance
- We will ensure we meet regulatory requirements on tenant involvement and empowerment and fully involve our tenants in co-regulating our housing management services

### **How tenants and leaseholders have been involved in developing this resident involvement strategy**

The Tenant Compact Monitoring Group (TCMG) is carrying out a review of the Tenant Compact and has a key role in developing this strategy. A resident involvement workshop was held by the group, who identified issues that would lead to better resident involvement. This group identified the key themes they would want to see reflected in the Resident Involvement Strategy. These themes form the key objectives of the strategy document, and include an agreement that the development of the strategy is tenant led which will result in a proactive resident involvement network. The outcome from implementing the strategy should deliver more residents getting involved, and clear evidence of how residents contribute to policy development, service delivery and performance improvement

The TCMG have identified that residents need to be empowered through training and education. Building resident's capacity to be fully engaged was a central theme. This is to include training of all residents that want to get involved, making sure that special provision is made for encouraging

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younger residents gain the skills and enthusiasm to become fully engaged. Group members seek to change perceptions around resident involvement, and want to raise the expectations of those that do volunteer. They want to have more influence on decision making, and also be in a position to demonstrate this. Good communication is seen as central to the success of the Strategy. The TCMG want the council to become excellent at this, whilst accepting that resident representatives will need to develop their communication skills as well. The members of the group want the strategy to focus on ways of providing more information, both to residents from the council and from resident representatives to their resident members. They also want to see more front line staff being trained on resident involvement. Caring for other residents was a central theme identified and one that the group members felt would lead to the encouragement of more respect within the involvement system

As well as developments from the TCMG workshop, resident representatives' were invited and responded to a communications and profile survey in April 2009. Their priorities are reflected in this document. From a questionnaire sent to every tenant and leaseholder, residents responded to an involvement survey conducted in December 2009. The results were encouraging as over 15% responded. 95% of those that responded want their names retained in a database of those that would want to become further involved in a number of ways

A series of workshops were held with residents to further develop their views

## **PART 1 Our Resident Involvement Strategy objectives**

Through our consultation with residents we have agreed the following objectives for delivering the Resident Involvement Strategy 2010 – 2015

- Objective 1**      **Provide a wide range of opportunities for residents to be involved in their housing**
  
- Objective 2**      **Develop, a framework for agreeing local offers and priorities with our residents**
  
- Objective 3**      **Involve residents in the development of housing policy and the design and delivery of housing services**
  
- Objective 4**      **Involve residents in monitoring and scrutinising our performance in delivering housing services**

## OBJECTIVE 1

### Provide a wide range of opportunities for residents to be involved in their housing

#### You have told us that you would like:

- To be more involved in the decisions that affect you or your local area, depending on the issues discussed
- An extended menu of ways to get involved, from serving on formal groups and answering questionnaires, to other less formal ways like personal visits by officers and joining in to social networks to make your views known, helping to bring about improvements in your neighbourhood
- To be supported to develop the confidence, skills and capacity to engage with housing services in a way that is right for you
- To broaden involvement to encourage participation from sections of the resident population not currently as involved. A broader range of residents in terms of age, ethnicity, sexuality, and religious persuasion have expressed a wish to be more involved
- Regular city-wide gatherings and for as many residents as possible to be invited to the City Assembly; the twice yearly forum where all residents' associations meet and debate issues of interest to residents across the city
- To see a high level of flexibility in the timing of meetings and methods of contact
- Local resident associations to be notified of new tenants in your area so you can make contact with them
- Opportunities to be involved in the management of your homes

## Our strategic actions to deliver this objective to you are:

- Continue to encourage residents to participate in the formal resident involvement structure and to support these associations and groups across the city
- Expand the menu of options for residents to get involved in the management of their home and their local neighbourhood, including informal ways of engagement. This will include the ability to influence strategic priorities, the formulation of housing related policies and the delivery of housing related services
- Continue to ask all tenants and leaseholders how they would like to be involved in the management of their housing and record their preferences in our new database.
- Use tenant preference information to invite interested residents to participate in their preferred ways of getting involved
- Monitor the profile of residents who are involved in the management of their housing against the profile of all our residents and develop methods of participation that encourage residents from under represented groups to get involved
- Improve the training and development programme for residents who wish to become involved by continuing to utilise the Resource Centre, and providing coaching and support by the Housing Management Community Participation Officers
- Build on the support for the Citywide Assembly and agree a process by which residents can follow up on agreed strategic city wide priorities
- Publicise opportunities and arrangements for resident involvement and empowerment and continue to provide details of tenant and resident associations to new tenants
- Work with partners to engage a broader range of residents e.g. Children and Young Peoples Trust to develop links with groups representing young people
- Provide tenants with a range of opportunities to influence how we meet all the regulatory standards we need to comply with, and to scrutinise our performance against these standards

## OBJECTIVE 2

### Develop a framework for agreeing local offers and priorities with our residents

#### You have told us you would like:

- Area Housing Management Panel meetings to be focused on issues that affect the local area, and City Assembly meetings to be concerned with city-wide issues
- Patch based issues identified by residents to be resolved locally (either through the local group working with Housing Officers or by individuals not working in a group)
- Housing Officers to spend less time on administration and more time engaging with the residents who live in their neighbourhood
- More information on what maintenance and improvement works are planned to help you decide what additional improvements to use your Estate Development Budget (which you control and very much value) to bid for each year

#### Also you would like to be involved in:

- Agreeing priorities and standards of service delivery that reflect what is important to you at a local, neighbourhood and city-wide level
- Prioritising local improvements to your estates and neighbourhoods (through regular estate inspections that detail work needing to be done, utilising the estate development budget and capital investment programme)

#### Our strategic actions to deliver this objective to you are:

- Provide a quarterly timetable of local estate inspections by Residents, Housing Officers, and Councillors to:

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- Identify what is important to residents in that estate or neighbourhood and agree local priorities
  - Identify specific items of work needing to be completed. You have indicated that repairs and maintenance, issues affecting your tenancy or property, together with issues surrounding anti social behaviour are high in your consideration of work to be done
  - Resolve issues locally as far as possible
  - Report back on local performance and objectives set
  - Evaluate the quality of the local service
- Encourage all residents to take part in their local estates inspections
  - Housing officers and community wardens will increase their engagement with relevant resident associations and individual residents
  - Increase the local focus of Area Panels by presenting outcome focused reports that summarise the work done at patch level over the last quarter, leading to agreement on neighbourhood priorities and the setting of local offers
  - Build local priorities and offers into service plans and involve residents in the development of the capital investment programme
  - Involve residents in the follow up and management of city wide strategic issues agreed at the City Assembly
  - Work with residents to develop a policy for maintaining and improving neighbourhoods
  - Meet our regulator's requirements to agree and implement local offers with tenants where they want them, as a minimum in relation to standards on:
    - Tenant involvement and empowerment
    - Quality of accommodation and repairs and maintenance
    - Neighbourhood and community
  - Through our local offers we will offer commitments to tenants on
    - Local standards of performance
    - How performance will be monitored, reported to and scrutinised by tenants

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- Outline what will happen if we do not meet our local offers
- Have in place arrangements for reviewing local offers on a periodic basis

**[Diagram]**

## OBJECTIVE 3

### Involve residents in the development of housing policy and the design and delivery of housing services

#### You have told us you value:

- Your involvement in developing housing policy and influencing our strategic priorities at Housing Management Consultative Committee. You also value the role and influence of Area Panels and other resident groups such as the Sheltered Housing Action Group and the Estates Service Review Group in reviewing and shaping housing services
- Your full involvement at every stage of the procurement of the new repairs, maintenance and improvement partnership; the laundry equipment contract; and choice of contractors
- Your involvement in developing a Brighton & Hove standard for improvements to tenants' homes

#### You also want to be more involved in:

- Developing and delivering change and improvement
- Developing housing services they can access easily
- Establishing the strategic priorities of the service
- The direct testing of the services you receive (for example, increasing your involvement in mystery shopping) and feedback on your experiences
- In developing a clear and accessible policy for responding to complaints and using the policy to improve services and receive regular reports on how improvements have been made
- In the management of the new repairs and improvement partnership

## **You would like:**

- To have more choice over the services you receive
- Tenants and leaseholders with additional support needs, to be involved in the design of housing services and to be provided with facilities to help them do that
- To be part of an involvement system that considers equality issues and the diversity of residents

## **Our strategic actions to deliver this objective to you are:**

- Work with you to strengthen what is already in place for consultation on policy and plans. This will be done through a tenant compact review
- Continue to involve you in service reviews and the strategic commissioning and procurement of new or redesigned services
- Continue the work of the Asset Management Panel (AMP) and the Repairs and Maintenance Monitoring Group (RMMG) in the strategic planning and operational delivery of the 10 year repairs, maintenance and improvement partnering contract
- Manage and operate resident involvement by mutual respect and trust through reviewing and utilising available tools like the code of conduct agreement governing resident involvement and the powers of the Tenant Compact Monitoring Group (TCMG)
- Supplement input from existing residents' groups (such as the Estates Service Monitoring Group) with your views obtained through focus groups, panels, mystery shopping questionnaires, telephone surveys, on-line forums and other ways as appropriate, to review and improve performance in areas such as:
  - Cleaning of common areas and grounds maintenance
  - Health and safety
  - Security in the neighbourhoods, including dealing effectively with anti social behaviour
- Continue to consult you where we intend to make a significant change in the arrangements for the management of our housing stock

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- After we have consulted you we will feed back to you how we have taken your views into account through our resident magazine *Homing In* and/or other ways as appropriate
- Have regular 'You said, we did' feedback in our resident magazine *Homing in* detailing how we take account of your views and highlighting examples where this has positively influenced the service
- Develop and add to the range of ways that make it easier for you to express a complaint, and give details about what to do if you are unhappy with the outcome of a complaint
- Develop, agree and monitor service pledges for complaints with you and make sure that complaints and other feedback are managed and resolved promptly, politely and fairly
- Develop the mechanisms for reporting performance to focus on developments, improvements, outcomes and resulting changes from service enhancements
- Continue to involve you in the design, delivery and management of the new repairs and improvement partnership

## OBJECTIVE 4

### Involve residents in the monitoring and scrutinising our performance in delivering housing services

#### You have told us that you would like:

- To be involved in developing how performance is monitored, is communicated, and how you will be able to scrutinise it
- Performance reports that are presented to you to include comparisons with performances of other social housing landlords, particularly top performers
- Performance measurements to be outcome focused and based on what is of value to you, in addition to the performance measures set by government
- Independent access to facilities that will allow you to compare performance with other landlords
- To be involved in determining the periodic review of local offers
- To be involved in the monitoring of the quality and performance of the new repairs and improvement partnership

#### Our strategic actions to deliver this objective are:

- Increase the range of opportunities for you to scrutinise our performance
- Adopt a co-regulation approach with tenant scrutiny at the heart of the approach. We will support you to build your capacity to make co-regulation effective
- Develop a performance monitoring plan which will include information to residents on
  - Definition of each performance indicator
  - The source, method, frequency and schedule of performance reports
  - The office, team, or individual responsible for ensuring performance reports are

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available on schedule

- Involve you to plan for how the performance data will be analysed, how reports will be presented, reviewed, and used to inform decisions
- Provide you with links to the regulator's web portal and benchmarking organisations, so you can independently compare our performance with other landlords
- Produce an annual report with you and for tenants setting out
  - Our performance against our regulator's standards in the previous year
  - Our performance against local offers in the previous year
  - How you have been involved in scrutinising our performance
  - How we have used external validation, peer review and benchmarking, where appropriate to gauge the impact of our actions
- Develop training in performance monitoring and scrutiny as an opportunity for you to be effectively engaged
- Enable you to be in the Core Group monitoring the quality and performance of the new repairs and improvement partnership
- Ensure you have the opportunity to measure and scrutinise how effective this Resident Involvement Strategy is
- Involve you in any review of democratic arrangements to ensure we are involving tenants in the governance and scrutiny of the housing management service in the best way

## PART 2 Delivering the strategy

### Our resident involvement structure

#### Developing policy

#### [Diagram]

The diagram above represents the formal ways in which you can get involved. Our present resident involvement structure offers a range of ways that residents can participate and express their views or help develop policy. These include:

- Local Residents Associations and neighbourhood groups
- City-wide special interest groups
- Monitoring and working groups
- Customer satisfaction surveys
- Direct consultation with customers – e.g. focus groups
- Asset Management Panel and Repairs and maintenance monitoring group
- Email, online discussion forums and social networking sites
- Raising issues, problems or ideas directly with services
- Presenting the case for any other resident if authorised by them to do so.

**A menu of involvement options and time commitments is presented in appendix 1**

### The Tenant Compact

This is a written agreement developed by tenants and the council that sets out how residents will be involved in strategic and local housing decisions. The compact sets out the standards that have been agreed for involvement of tenant and leaseholders, meetings, information and resident groups. We aim to increase the number of residents who know about the compact to 60% by 2011 and increase satisfaction with it to 85%.

## **Review of the Tenant Compact**

The Tenant Compact Monitoring Group (TCMG) of elected tenants and leaseholders representatives and council officers are reviewing the tenant compact. They have indicated the areas they wish to review. These are listed in appendix 3. The purpose of the review is to make involvement easier, accessible, and more transparent, whilst gauging the impact on value for money.

## **Delivering value for money**

Delivering value for money involves providing residents with cost-effective, efficient, quality services and homes to meet their needs. Involving residents in shaping and monitoring those services through this strategy helps us achieve this. You have told us that value for money for your rent was one of the three most important issues for you.

Focusing our resources on the most effective methods of resident involvement we will involve residents in understanding not only the costs involved, but also the benefits that come from using different methods of participation.

In 2010/11 we have allocated £281,240 of our Housing Management budget to resident involvement including:

- £24,310 for grants to each resident association to enable them to run their association
- £9,690 in transport, by way of taxis, to ensure that problems with mobility or personal safety did not exclude residents from meetings.
- A grant of £31,160 to the Resource Centre for training to provide residents with the necessary skills to run their associations, such as setting up accounts, running a group, working in a committee, producing a newsletter, etc.
- Specialist community participation staff to support local associations and the resident participation structure.

**Our strategic actions to deliver value for money in resident involvement are:**

- We will report to you, information on the costs of our services as well as our performance:
  - So you can challenge how our costs compare to those of other social landlords and help us achieve better value for money
  - To demonstrate how we are spending money on your priorities and how we have prioritised expenditure
  - So you can be involved in decisions about the services delivered and the costs of services that result in a service charge
  - So we can demonstrate to you that we have ensured value for money
- We will develop tools to understand which resident involvement mechanisms are the most effective and provide best value for money, so that we can direct our resources to those activities with the greatest impact
- We will improve monitoring of resident associations and forums to ensure effectiveness and value for money through completing Resident Involvement Impact Assessments
- We will improve what we are already doing, for example become better at implementing tried and tested practices such as strengthening residents and officers scrutiny of expenditure. Expenditure by resident associations is monitored by the TCMG
- In partnership with you we will be innovative when building in measurement and monitoring arrangements for getting more value for money from existing budgets that support resident involvement
- Enhanced efficiency will be essential to maintain and enhance service quality in the five years of this strategy, so we will encourage the take-up of shared activities and shared costs, more electronic and phone contact, and more collaboration around development projects
- To be effective in making efficiency savings residents will be backed up with a strong skills development programme
- We will tap into the expertise of the other registered providers, and compare our efficiency gains with theirs

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- We will investigate how we might benefit from the beacon programme and access mentoring services to facilitate improvements
- We will support behaviour change by individuals and groups which are promoting energy efficiency aims and objectives

### **PART 3 Strategy action plan**

The Action plan to deliver this strategy is presented together with this document. It details the plan of works that will be undertaken to meet the objectives we set out here, and will be updated throughout the five year period of this strategy.

## Appendix 1 Menu of involvement options

### Present options

#### Involvement at local level

##### Tenants and Residents Associations

Local associations are the independent democratic organisations for tenants and leaseholders in Brighton and Hove. The groups are open to any council tenant or leaseholder who lives in an area or block. Residents with particular common interests or issues are encouraged to exchange ideas and information and make collective representations to the council

#### Involvement at housing area level

##### Area Housing Management Panels

An Area Panel for each of the four neighbourhoods; Brighton East, Central, North & East, West Hove & Portslade meets at least three times a year, and

- Is used as a consultation forum for new housing management policies and initiatives
- Has an annual budget (the Estate Development Budget) to spend on local environmental improvements
- Monitors performance of area and council housing management
- Elects representatives to citywide bodies
- Can require reports from officers to an appropriate future meeting

##### 'Tenant-only' meetings

Prior to Housing Management Area Panels all the local tenants and residents associations in a housing management area send representatives to a meeting to discuss issues to be raised at the Area Panel. These meetings are open to all tenants and leaseholders in the area

## **Involvement in groups at city-wide level**

### **Citywide special interest groups**

#### **High Rise Action Group (HRAG)**

All residents of blocks with six or more stories are encouraged to attend general meetings of the HRAG and to speak and vote at them. This group discusses and campaigns on issues and services that are relevant to residents of high rise blocks. Recent examples have been around lifts, door entry systems, security, CCTV, caretaking and cleaning, noise and nuisance problems, and water metering and bills

#### **Sheltered Housing Action Group**

Each sheltered housing tenants' association or scheme meeting elect one voting representative for this group. Used as a consultation forum for issues and services for sheltered housing e.g. Best Value Review of Sheltered Housing and Scheme Manager recruitment

#### **Tenant Disability Network (TDN)**

This is an information gathering and sharing group concerned with issues for tenants and leaseholders with a disability. Members are elected by Area Panels. The main aim of the TDN is to identify and remove barriers that prevent disabled tenants and leaseholders from getting involved

#### **Leaseholder Action Group**

This group brings together people who own council leasehold properties. These are mainly flats in blocks where the freehold owner is the council. It is open to all leaseholders and is consulted by the council on issues that affect this special interest group

### **City-wide representative and participation bodies**

#### **Tenants' Conference**

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The conference brings together representatives of all tenants associations, city-wide special interest groups and tenants from areas without an association together with Members and officers of the council. It is chaired by a tenant. The purpose is to discuss major issues about housing and resident involvement

### **The City Assembly**

The City Assembly is for resident representatives, from all associations across the City, to come together in open debate on matters of city wide strategic interest concerning residents. The result of the debates may be the basis of policy development with the council

### **Joint Council and residents group**

#### **Housing Management Consultative Committee (HMCC)**

The HMCC is the main consultative body for housing management prior to decision making by the Cabinet Member for Housing and, where appropriate, the Cabinet and Full Council. HMCC is made up of councillors and elected representatives from each of the Area Panels and the city wide resident groups. Representatives take part in discussions relating to formal papers or committee reports. An 'indicative vote' of the tenants present is taken where 'recommendations' are made in the report.

This committee recommends policy and service delivery changes to the Cabinet Member for Housing and Cabinet, budget and capital programme reports and performance monitoring reports

### **City wide level - monitoring groups**

#### **Tenants' Compact Monitoring Group (TCMG)**

The group monitors the implementation of the Tenant Compact between residents, councilors and officers of the council. It acts as the agenda planning group and arrangements committee for the City Assembly meetings. The TCMG also discusses action and policy relevant to the Codes of Practice and procedures contained in the Compact. It can sit as a disciplinary committee when there has been an alleged breach of

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the standards in the Compact and can de-recognise associations that remain in breach of standards of conduct or democratic control

### **Repairs and Maintenance Monitoring Group**

The Repairs and Maintenance Monitoring Group consists of councillors, resident representatives and officers. It discusses the priorities for capital works and monitors the performance and standards of day to day repairs, voids repairs and services contracts

### **Estate Services Monitoring Group**

The Estates Service undertakes a caretaking role across the city. This monitoring group is the body that collects feedback and reports on the service. It deals with estate cleaning and makes recommendations on how the service is developed and managed

### **Car Parks and Garages Monitoring Group**

Housing own and manage a range of car parks and garages across the city. Some are rented by tenants, leaseholders or others. The group oversees the management, collection of charges, and their enforcement of rules by a small specialist team.

### **Housing income monitoring group**

The group works to support the work of the Housing Income Management Team to maximise income for the benefit of all tenants and leaseholders. They review performance outputs of the team in terms of both debt collection and meeting published customer service standards. At meetings members of the group discuss policies and procedures and how these might impact on performance and individuals with rent arrears. They will also highlight service delivery issues and work through how these might be improved

## **City wide level - working groups and panels**

### **‘Homing In’ Residents Editorial Advisory Board.**

‘Homing In’ is the Housing Management periodical produced by Brighton & Hove City Council for its tenants and leaseholders. The members of the Advisory Board influence

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the content of the publication and do not have to be able write copy or edit articles. They need to have a feel for what will interest fellow residents and a strong commitment to a diverse community. The group will encourage associations and individuals to write and submit material for publication.

### **Asset Management Panel**

This panel is a city wide strategic group that sets, reviews investment priorities, agrees standards, policies, procedures, timescales, etc. The Asset Management Panel was set up following a city wide request for volunteers. Those volunteering were then selected based on equalities considerations to ensure a representative sample. They are representative of as wide a range of tenants as possible and make collective recommendations.

### **Community Safety Forum**

The Forum is concerned with the Policing and Community Safety in Brighton & Hove. The group meets quarterly and consists of Councilors, the Police, the Fire Brigade, the Youth Offending Team, Victim Support, Brighton & Hove Mediation Service and Community Safety Officers. One Representative from the entire resident involvement structure attends these meetings and reports back to the City Assembly at each meeting.

### **Other working groups and focus groups**

There are, short term or task based groups set up to discuss and make recommendation on a particular issues or situations. These groups dissolve when the task is completed. They include focus groups and panels of residents called as individuals to discuss their own opinions about a particular issue or service

Currently there are Groups on

- Adaptations
- Allocations
- New Tenancy Agreement

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- Sheltered Housing
- Rechargeable Repairs
- Sustainability/ energy efficiency
- Local Lettings Plans
- Laundry Facilities

### Non formal means of getting involved

- Internet streaming radio stations. Working in partnership with privately run radio stations.
- Mobile phone contact (texting), and mobile website
- Telephone surveys
- Social networking sites including: Facebook, MySpace, Flickr, You Tube, Twitter, Mobikade, Muxlim, and My Church
- Building on the existing tenant discussion forum
- Community engagement fun days as part of an annual community road show made up of residents and housing staff
- Postal survey panel, Reading Panel, Email Panel / Online forum

## Involvement commitment

Activity	Frequency of involvement Estimated preparation time	Time at activity	
<b>Strategic and higher level involvement</b>			
Housing Management Consultative Committee		Every 3 Months	
	4hrs	2hrs	
City Assembly	Every 6 months	3hrs	1hr
Auditing – self assessment	Every 6 months	2hrs	2hrs
Residents Conference	Every 3 years	All day	
<b>Area and Neighbourhood level involvement</b>			
Area Panels	Every 4 months	2hrs	1hr
Neighbourhood groups	Every 3 months	1 ½ hrs	½ hr
<b>City wide involvement</b>			
Service review groups or panels – including resident complaints panel		Every 2 months	1
½ hrs	1hr		
Part of Citizens panel	Every 6 months	1hr	
Tenant Compact Monitoring Group	Every 2 months	2hrs	1hr
City Wide special interest groups	Every 2 months	1 ½ hrs	1hr
Focus groups on specific subjects	Small discussion groups set up for one off meetings		
	2hrs		
Mystery Shopper training	Every 3 months	1hr	½ day
Resident inspectors training	Every 3 months	1hr	½ day
Surveys – Telephone, online, mobile phone,		Annually	30mins

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Online forums	Individual choice		
Questionnaires – direct to home / with ‘Homing in’ magazine		Twice a year	30mins
Questionnaires – Electronic (via email)	Twice a year		30mins
Internet discussion forums and social networking websites – Twitter, Facebook or other online media	Individual choice		
Marketing and Communication group	Every 3 months	1 ½ hrs	1hr
Resident involvement strategy monitoring evaluation and review group	Every 3 months		
	2hrs	1hr	
<b>Local patch level involvement</b>			
Local residents association	Monthly – every 6 weeks	1 ½ hrs	1hr
Estate Inspections training	Every 3 months	2hrs	½ day
Community fun days	Annually	½ day	
Members of frontline teams	Weekly	8hrs	
Home visit by Housing Officers	As appropriate	1hr	
Informal Residents group	Group choice	1 ½ hrs	

## Appendix 2 Equalities Impact Assessment

## Appendix 3 Areas for review in the Tenant Compact

- The resources available to support the various options for consultation and engagement.
- The service standards the council is committed to
- The role of the Tenant Compact Monitoring Group, and the arrangements in place for monitoring the delivery of the compact
- Considering where the City Assembly sits in relation to Area Panels. Area Panel meetings will be reduced from four to three per year taking place either side of the City Assembly (holding twice per year)
- There will be a review of the city wide groups considering their role and the support they will need
- The establishment of working groups will be based on an assessment of their expected contribution towards policy development
- The neighbourhood meetings, for example the Lewes Road Consortium, will be officially included as part of the resident participation structure with clear identified support
- A review of the Tenant Only meetings and their contribution towards policy development and adoption
- A review of the resident representative role. Skills capacity will be built into the role to enable effective representation, advocacy, monitoring, mediation and governance
- A review of the recognition policy making it fit for purpose. It will include agreeing procedures and processes for recognition and de recognition. The policy will seek to allow recognition for individuals who wish to participate but do not want to join group meetings and those who wish to set up small block or street meetings (without being part of a larger group)
- A review of the standard constitution considering issues like 'votes of no confidence', representation, operations of bank accounts and audits
- The setting of key tasks for the structure, including the responsibilities of resident reps, and what is expected from the council (the service standards that residents have agreed)
- Adopt a commitment to provide, where possible, meeting rooms for tenants to meet

## Appendix 4 Future development options

- Maintain and build on the 'community focus' of the participation system, emphasising stronger communities as well as resident involvement, working with groups and companies that are already working in a particular community or subject area we are interested in
- Forge closer links between resident groups and existing community ethnic organisations that residents belong to. This would help with initial contacts and consultation opportunities of BME residents, as residents are drawn by the cultural and faith based activities of these groups
- Some residents from BME backgrounds would prefer the use of less written communication whilst using the phone more to contact and involve residents. There are some issues to do with language and others to do with literacy that are barriers to effective involvement. So continuing to develop accessibility for all is a main priority
- The TCMG would like a residents forum for BME residents to be set up
- Involve vulnerable residents that are being supported to maintain their tenancies by developing a peer led project to encourage other residents in this group to join in
- Target the involvement of younger residents by developing the 'sign post of ideas' presented in 'Successfully engaging young people in participation'. This considers the present barriers to participation, communicating with young people and encouraging combined staff and residents associations
- Encourage residents to become members of frontline teams within the participation system to build team work towards service delivery goals. This is an opportunity to get involved and will lead to opportunities for personal development
- Organise a recognition day for achievements in participation during the year. This will be celebrated at a yearly 'golden lunch' where awards will be given out in recognition of volunteering
- Set up a marketing and communication central resident and staff group to develop and promote strategic activities for the year. The group will devise marketing plans in relation to

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the resources available