

Purpose

This Resident Involvement Strategy supports and underpins the council's Corporate Plan 2017-2021 to deliver effective services under the key themes of people, places and prosperity. It sets out the ways that residents will be engaged in the development and delivery of the council's Housing Services.

Scope

This involvement strategy prioritises using customer experience and resident feedback to inform service development, recognising that there are other strategies within the council that prioritise community development and volunteering. It seeks to capture information in a variety of ways and sets out how home safety and tenancy sustainment information will be shared with tenants. Information, consultation, support, evaluation and partnership working are identified as key activities to deliver objectives.

Strategic aims

Empowering tenants to influence service provision

We will ensure that council tenants and applicants are informed, consulted and supported to give their views on services that affect them.



Complying with standards

We will comply with regulatory requirements issued by the regulator for social housing under the tenant involvement and empowerment standard and other standards, and engage residents to ensure that home safety standards are met.



Developing skills, educating and communicating

We will ensure that council tenants and applicants are able to develop the skills needed to maintain their tenancy. We will take measures to address the social stigma reported by social housing tenants.

Key objectives

1. Information

- We will use customer feedback, performance data and journey mapping to evaluate the impact of key services and initiatives.
- We will ensure a range of suitable and accessible information on housing options, tenancy sustainment, home safety and repairs. This will include information provided via the website and on-line networking, information materials at point of contact, training and induction opportunities on rights and responsibilities.
- We will produce an annual report/newsletter to tenants providing information on service delivery, performance and service priorities.
- We will provide clear information on using the council's complaints procedures.
- We will promote positive examples of individual and community successes and use available information to challenge negative stereotypes.



2. Consultation

- We will consult on key housing policies and maintain a database of council tenants who wish to be consulted on housing issues.
- We will enable Together for Tenants to hold meetings on issues of interest to tenants, network and establish a face-book page for online information and group discussion.
- We will conduct local meetings, focus groups and working groups to provide opportunities for residents to give detailed feedback, obtain information and discuss requirements for key services and issues, ie. neighbourhood management, older persons housing, repairs and maintenance services. Produce a calendar of meetings and record outcomes.
- We will support and engage with residents groups on key schemes and estates, as appropriate.
- We will consult residents and staff in hostels on requirements for move on accommodation.
- We will conduct a tenant survey every two to three years to establish council housing service satisfaction levels and conduct service specific satisfaction surveys as appropriate.
- We will link with youth fora and activities to ensure the views of young people are represented.

3. Support

- We will provide information and support to enable the Tenant Evaluation Team to scrutinise housing services in accordance with agreed action planning and scoping procedures.
- We will take measures and work in partnership with other agencies to help council tenants participate fully in society and improve life chances.
- We will support residents to give views on and participate in neighbourhood improvements and service provision. This will include volunteering opportunities.
- We will provide training and networking opportunities to support tenant involvement.

4. Evaluation

- We will use customer data and journey mapping to evaluate the customer experience of housing services, identifying key touch points with the organisation and establishing key information to be recorded and reviewed.
- We will use customer profiling information to evaluate representation and take measures to ensure involvement from all sections of the community.
- We will review consultation and involvement activities relating to Service Improvement Projects.
- We will review HRA funded community initiatives annually to establish involvement and impact on council tenants (this is linked to HouseMark reporting on community investment).



5. Partnerships

- We will work to increase joint working across housing teams, and review service delivery from the customer perspective.
- We will identify key partners for delivering each of the above objectives, both within the council and externally.

For more information please contact:

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