

COUNCIL 15TH SEPTEMBER 2015

TITLE: RESIDENT INVOLVEMENT STRATEGY 2015 – 18

REPORT OF DEPUTY CHIEF EXECUTIVE (COMMUNITY DIRECTOR)



Hinckley & Bosworth
Borough Council

A Borough to be proud of

WARDS AFFECTED: ALL WARDS

1. PURPOSE OF REPORT

- 1.1 To obtain Council approval for the Resident Involvement Strategy 2015-18, attached in appendix 1.

2. RECOMMENDATION

That Council:

- 2.1 Approve the Resident Involvement Strategy 2015–18.

3. BACKGROUND TO THE REPORT

- 3.1 The Resident Involvement Strategy sets out how the Housing and Community Safety service will involve council tenants, council leaseholders and the wider community in the way our housing services are delivered, and replaces the previous three year strategy that was approved in 2011.

- 3.2 Resident Involvement strategies have been developed in response to standards issued by the Tenant Services Authority (TSA) the regulator for social housing in 2010 and now the Homes & Communities Agency (HCA) who replaced the TSA in 2012.

- 3.3 The HCA 'Regulatory Framework for Social Housing 2012', reinforces the principle of co-regulation and landlords working with residents to self-regulate, scrutinise and challenge housing services in a transparent way. The Resident Involvement Strategy seeks to ensure residents are at the heart of how the council's housing services are delivered.

- 3.4 The key aims, objectives and actions were agreed following a series of workshops, involving tenants and officers, the aim of which were to discuss ideas and priorities for the next three years. The two overarching aims support our need as a service to meet our regulatory commitments whilst also recognising our partnership working to support our local communities. Our aims are:

- To provide opportunities for Council tenants and leaseholders to get involved in developing and improving housing services.
- To support positive approaches to achieving sustainable communities in partnership with tenants and leaseholders.

- 3.5 During the workshops both residents and officers were keen to promote and celebrate the work that we do to support local communities, either by the services on offer or the community initiatives that have been developed and supported by volunteers, for example the Together For Tenants 'Garden Buddies' project and Groby Lunch Club.

- 3.6 The strategy strikes a balance between building on the completed actions within the previous strategy, learning from them and developing them further. These include:
- Developing use the use of electronic media to engage with residents.
 - Increasing the use of focus groups.
 - Use customer feedback more effectively
 - Support and develop tenant scrutiny through the established forums of Together for Tenants and the Evaluation Team
- 3.7 The strategy will be delivered using the existing staff and resources available.

4. FINANCIAL IMPLICATIONS [MA]

- 4.1 The Resident Involvement Strategy has budgets in the Housing Revenue Account – Supervision and Management General (budget code iba). The table below shows the total budget and the allocation for 2015/16.

Budget Allocation	Amount (£)
Resident Involvement Officer Salary	28,724
Resident Involvement Activities	15,160
Total Budget	43,884

- 4.2 As per the main body of the report (point 3.7), it is anticipated the strategy will be delivered within the budgets outlined in point 4.1.

5. LEGAL IMPLICATIONS [JB]

- 5.1 Any legal implications are contained within the report.

6. CORPORATE PLAN IMPLICATIONS

- 6.1 The overarching aims and specific actions within the Resident Involvement Strategy seeks to support the following corporate aims:

Empowering communities – support the establishment and growth of residents groups, through training, advice and grants.

Supporting individuals – recognising diversity and developing initiatives to work with special interest groups and to offer training that support individuals personal development.

Providing value for money and pro-active services – better use of customer feedback, through surveys, and service user working groups, to develop and re focus services.

7. CONSULTATION

- 7.1 Members of Together for Tenants
 Executive lead – Housing Community Safety & Partnerships
 Team Managers – Housing Community Safety & Partnerships

8. RISK IMPLICATIONS

- 8.1 It is the Council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.
- 8.2 It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision / project have been identified, assessed and that controls are in place to manage them effectively.
- 8.3 The following significant risks associated with this report / decisions were identified from this assessment:

Management of significant (Net Red) Risks		
Risk Description	Mitigating actions	Owner
Reputational risk if we do not meet the HCA regulations and requirements.	Approve Resident Involvement Strategy	Clive Taylor

9. KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS

- 9.1 The strategy aims to reach all areas of the community and has specific actions to develop tenant profiling and to reach special interest groups. Both these actions will ensure that the services provided are accessible and non-discriminatory. Support to residents is also provided to ensure that they are able to participate in the initiatives within the strategy through free training, and reimbursement of expenses such as travel and childcare.

10. CORPORATE IMPLICATIONS

- 10.1 By submitting this report, the report author has taken the following into account:
- Community Safety implications
 - Environmental implications
 - ICT implications
 - Asset Management implications
 - Procurement implications
 - Human Resources implications
 - Planning implications
 - Data Protection implications
 - Voluntary Sector

Background papers: Resident Involvement Strategy 2012 – 2015
Draft Resident Involvement Strategy 2015 -2018

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