



Hinckley & Bosworth  
Borough Council

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# Resident Involvement Strategy 2015 -18

This strategy was developed by a working group made up of Council tenants and Officers. Its AIMS are:

- **To provide opportunities for residents to inform the development of high quality housing services.**
- **To support positive approaches to achieving sustainable communities in partnership with residents.**

Regulatory standards issued by the Homes and Communities Agency outline four consumer standards for social housing providers including the tenant involvement and empowerment standard. This strategy ensures compliance with this standard and links into HBBCs' corporate priorities to be customer focused and empower local communities.

## Key objectives

1

Enable residents to get actively involved in improving and developing high quality housing services.



- Involve tenants in decision-making, particularly through Together for Tenants
- Provide opportunities for tenants to scrutinise and inspect services.
- Develop use of electronic media to enable more tenants to give views and be involved in decision-making structures;
- Increase the use of focus groups and service consultations to ensure views are given by recent users of a particular service.
- Work in partnership with community and special interest groups to obtain the views of harder to reach sections of the community.



2

Develop responsive methods of recording customer feedback.



- Ensure that point of contact communications are used effectively and front-line staff are trained to record and pass on relevant feedback.
- Conduct a tenant survey every 2-3 years to establish service satisfaction levels and inform service development priorities.
- Use service specific satisfaction surveys and other feedback to develop service improvement plans.
- Use resident profiling to ensure that all sections of the community are appropriately represented and take action to address bias within the involvement structure.
- Produce a tenant newsletter at least once a year to communicate service priorities and developments to all tenants.

# 3

Facilitate joint working between residents, staff, members and communities, in order to achieve effective community action.

- Support residents' groups to be proactive and develop customer focused activities at a local level;
- Support local priorities through residents association grants and promote funding opportunities.
- Facilitate partnerships and joint working to avoid duplication and contribute to wider community initiatives
- Co-ordinate the involvement activities of key groups and departments
- Host an annual residents' day to facilitate resident involvement in a range of community and Council activities.



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