

# Resident Involvement Strategy 2013 – 2016

## Involvement action plan 2013 – 2016

v1 March 2013

These activities and objectives have been set in response to our residents' priorities, based on the changes that they want to see. This action plan will be adapted and added to during the lifetime of the Resident Involvement Strategy

### Formal structures

| Activity                                    | Intended outcomes  | Target date   | Measure for success  |
|---|--|---|--|
| <b>Tenant Panel meetings</b>                | <ul style="list-style-type: none"> <li>• Better links between tenants and Unity managers.</li> <li>• Service problems are identified and resolved.</li> <li>• Tenants have an appropriate forum for higher-level involvement.</li> <li>• Tenant scrutiny results in better services.</li> </ul>                  | <p>Ongoing</p> <p>Meetings presently the first Tuesday of every month</p>       | <ul style="list-style-type: none"> <li>• Meetings and other activities are well attended.</li> <li>• New members are attracted to the group and attend regularly.</li> <li>• Positive changes happen as a result of the meetings and accompanying activities.</li> <li>• Tenants feel that the Tenant Panel is effective.</li> </ul> |
| <b>Scrutiny Panel meetings</b>              | <ul style="list-style-type: none"> <li>• Tenant scrutiny results in better services.</li> <li>• Tenants have the opportunity to develop their confidence and skills levels through participating in formal meetings.</li> <li>• Some tenants feel confident about moving on to full Board membership.</li> </ul> | <p>Ongoing</p> <p>Quarterly meetings</p>  | <ul style="list-style-type: none"> <li>• Meetings are well attended.</li> <li>• Participants feel that the Scrutiny Panel is an effective forum for regulating Unity's services.</li> <li>• Some tenants move on to Board membership.</li> </ul>   |
| <b>Annual involvement calendar</b>          | <ul style="list-style-type: none"> <li>• Resident involvement is well planned and purposeful.</li> <li>• Tenants have advance notice of activities, enabling them to fit them in with their own commitments.</li> </ul>  | <p>New plan set each April</p>  | <ul style="list-style-type: none"> <li>• Calendar is in place and activities take place as planned.</li> <li>• Calendar is updated in line with the priorities of Unity and ours tenants.</li> </ul>   |
| <b>Creating and monitoring local offers</b> | <ul style="list-style-type: none"> <li>• Residents have better, tailored services.</li> <li>• Unity meets the HCA's regulatory requirements.</li> </ul>  | <p>Ongoing creation and revision of local offers.</p> <p>Quarterly reports.</p> | <ul style="list-style-type: none"> <li>• Quarterly reports are produced for Tenant Panel and Ops Committee.</li> <li>• A good range of local offers are introduced as a result of active involvement from residents.</li> </ul>  |

# Resident Involvement Strategy 2013 – 2016

## Involvement action plan 2013 – 2016

v1 March 2013

### Activities 2013

| Activity   | Intended outcomes   | Target date                | Measure for success  |
|--|---|----------------------------|--|
| <b>Recruiting additional Tenant Panel and Scrutiny Panel members</b>             | <ul style="list-style-type: none"> <li>• Unity's scrutiny process is effective and results in benefits for tenants.</li> <li>• Formal panels are attended by tenants from a wide variety of backgrounds and areas.</li> </ul>   | By March 2014              | <ul style="list-style-type: none"> <li>• Tenant Panel has at least 20 active members from a wide variety of areas.</li> <li>• Scrutiny Panel has at least six active members from a good demographic mix.</li> </ul>   |
| <b>Improving tenant scrutiny reporting arrangements and Board accountability</b> | <ul style="list-style-type: none"> <li>• Clear links between Unity's resident involvement activity and the Board.</li> <li>• Board decisions are informed by tenant input.</li> </ul>   | From April 2013            | <ul style="list-style-type: none"> <li>• Scrutiny Panel and Tenant Panel activities, decisions and recommendations are reported to Operations Committee on a quarterly basis.</li> <li>• Board decisions are fed back to Unity's formal tenant panels.</li> </ul>  |
| <b>Planned maintenance programme review</b>                                      | <ul style="list-style-type: none"> <li>• Unity's next 5-year planned maintenance programme reflects tenants' preferences.</li> <li>• Tenants have a clear understanding of what work is going to be carried out to their homes, when it will be done and what Unity's rationale is behind setting the programme.</li> </ul> | February 2013 – March 2014 | <ul style="list-style-type: none"> <li>• At least 300 tenants take part in a survey about their homes.</li> <li>• Unity's 5-year planned maintenance programme reflects tenant priorities.</li> <li>• Tenant Panel members feel actively involved in setting the programme.</li> <li>• New 5-year plan is in place and is published in <i>Unity News</i>.</li> </ul> |
| <b>'Reaching out to Beeston'</b>   | <ul style="list-style-type: none"> <li>• Better links with Beeston residents</li> <li>• Local issues identified and addressed</li> </ul>  | January – September 2013   | <ul style="list-style-type: none"> <li>• At least three involvement activities held in the Beeston region.</li> <li>• At least one Beeston resident becomes an active member of a formal panel.</li> <li>• "You said, we did" local newsletter published for the Beeston area.</li> </ul>  |

# Resident Involvement Strategy 2013 – 2016

## Involvement action plan 2013 – 2016

v1 March 2013

| Activity  | Intended outcomes   | Target date               | Measure for success  |
|---|---|---------------------------|--|
| <b>Communal landscaping review</b>                        | <ul style="list-style-type: none"> <li>• Unity's schemes are more attractive places to live.</li> <li>• Tenants feel that their gardening service charge is good value for money.</li> </ul>  | April – September 2013    | <ul style="list-style-type: none"> <li>• All communal landscaped areas are inspected, photographed and reported on.</li> <li>• Tenant Panel members and tenants have the opportunity to make recommendations for improvements.</li> <li>• A 5-year improvement plan is put in place.</li> </ul>  |
| <b>Communal electricity costs review</b>                  | <ul style="list-style-type: none"> <li>• Service charges are reduced so that rent is better value for money for tenants.</li> <li>• Tenants with expensive communal lighting feel empowered to make choices about the services that they receive.</li> </ul>                          | September – November 2013 | <ul style="list-style-type: none"> <li>• A consultation is carried out where we identify all flats where tenants pay more than £1.50 pw in communal electricity charges and consult them about options.</li> <li>• Tenants make choices that impact on their rent or on the service that they receive at their home.</li> </ul>  |
| <b>Estate-based community activities</b>                  | <ul style="list-style-type: none"> <li>• There is a better community spirit on Unity's estates as a result of activities designed to bring residents together.</li> <li>• Neighbourhoods look better as a result of community involvement.</li> </ul>                                 | April – September 2013    | <ul style="list-style-type: none"> <li>• At least one community activity is organised on each Unity scheme of more than 35 units (Leicester Close, Stonegates/Stainbecks, Crossgates, Kitcheners/Kimberleys, Briarsdales, Scott Halls).</li> <li>• The activities result in an improvement to the local environment.</li> </ul>  |
| <b>Recording how many residents are actively involved</b> | <ul style="list-style-type: none"> <li>• Unity complies with HCA regulatory requirements and can demonstrate a wide range of options for resident involvement.</li> <li>• Under-represented groups and areas are identified, enabling them to receive tailored activities.</li> </ul> | From April 2013           | <ul style="list-style-type: none"> <li>• Records are kept on how many tenants are actively involved in a range of activities.</li> <li>• The number of actively involved tenants is regularly monitored by the Scrutiny Panel and Operations Committee, through quarterly reports.</li> <li>• We identify areas or demographic groups that are failing to participate and take measures to tackle this.</li> </ul> |

# Resident Involvement Strategy 2013 – 2016

## Involvement action plan 2013 – 2016

v1 March 2013

### Activities 2014 - 2016

| Activity   | Intended outcomes   | Target date           | Measure for success  |
|--|---|-----------------------|--|
| <p><b>Full tenant satisfaction survey – improvements focus</b></p>                 | <ul style="list-style-type: none"> <li>• Unity has good knowledge about how satisfied tenants are with its services and takes action to remedy causes of dissatisfaction.</li> <li>• Tenants feel empowered to suggest changes and improve the services that they receive.</li> <li>• Tenants have the opportunity to ask for better, tailored services through local offers.</li> </ul>                  | February – March 2014 | <ul style="list-style-type: none"> <li>• At least 300 households take part in the survey.</li> <li>• Unity makes at least one improvement in each area in line with tenant priorities.</li> <li>• New local offers are put into place.</li> <li>• Causes of dissatisfaction are identified and dealt with through a structured action plan.</li> <li>• Programme of summer estate activities is put into place.</li> </ul>                                     |
| <p><b>Full tenant satisfaction survey – involvement &amp; governance focus</b></p> | <ul style="list-style-type: none"> <li>• Better information about tenants' priorities.</li> <li>• Tenants are more aware of opportunities for active involvement and are able to influence them.</li> <li>• Identification of service areas that tenants want to be able to influence.</li> <li>• Identification of opportunities to introduce better, tailored services through local offers.</li> </ul> | February – March 2015 | <ul style="list-style-type: none"> <li>• At least 300 households take part in the survey.</li> <li>• Unity range of options for involvement in tenant scrutiny is improved in line with tenant preferences, and given authenticity through tenant approval.</li> <li>• Programme of involvement and consultation activities is put into place.</li> <li>• Causes of dissatisfaction are identified and dealt with through a structured action plan.</li> </ul> |