



Metropolitan Housing Partnership

Resident Involvement Strategy 2008/11

**"Resident and Service User Involvement –
Acting together, Deciding together, Making a difference"**

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Please note that throughout this document ‘resident’ will be used as a general term to describe all our customers including tenants, leaseholders, service users, intermediate renters etc.

Introduction

MHP wants to work with our residents in partnership to deliver excellent services to our customers. Our underlying principle is 'Working with residents for better homes and stronger communities'. To achieve this we have four key objectives

- Our Communications become more effective
- We Create a Programme of Excellent Training
- Our Satisfaction Levels Improve
- We Increase Involvement Activities and Attendance

Resident involvement is one of our six objectives set out in the MHP Business Plan:

“The Partnership will actively promote and support a wide range of involvement opportunities to enable our residents, service users and customers to influence quality of service, governance, business strategy and improvement plans”.

Our mission statement also strongly endorses resident involvement. At the end of the document we set out in detail our plan on how we will achieve better resident involvement. In the sections below we highlight key activities.

Scope

The 2008/11 Resident Involvement Strategy builds on the previous 2007/08 Strategy and our six core standards for resident involvement:

- 1) MHP will listen and respond to the views and priorities of our customers and make customer involvement an integral part of our business
- 2) MHP will ensure that our customer interests are reflected in our business strategy and improvement plans
- 3) MHP will give our customers a range of opportunities to scrutinise and comment on our performance and receive timely feedback about the impact of their involvement
- 4) MHP will make it possible for our customers to participate in decision-making to help us achieve quality and value for money services and promote sustainable communities
- 5) MHP will provide support packages and innovative opportunities for our customers to influence how services are managed, provided and improved
- 6) MHP will demonstrate its commitment to diversity and equality of opportunity and will make sure that all involvement opportunities are fair, inclusive and accessible to all of our customers

We aim to continue our development of resident involvement to achieve excellent standards. We have completed an Impact Assessment on the 2007/08 Strategy and

have used its results to influence and improve on this 3 year plan. We will also use lessons from our residents about what did and did not work in previous years. MHP takes resident involvement very seriously and have consistently put it to the forefront of everything we do.

Achieving the objectives of this plan will primarily be the responsibility of the Resident Involvement Strategy Manager (RISM) supported by the Resident Involvement Policy Officer (RIPO) and Resident Involvement staff within each of the partnership businesses.

Current Situation

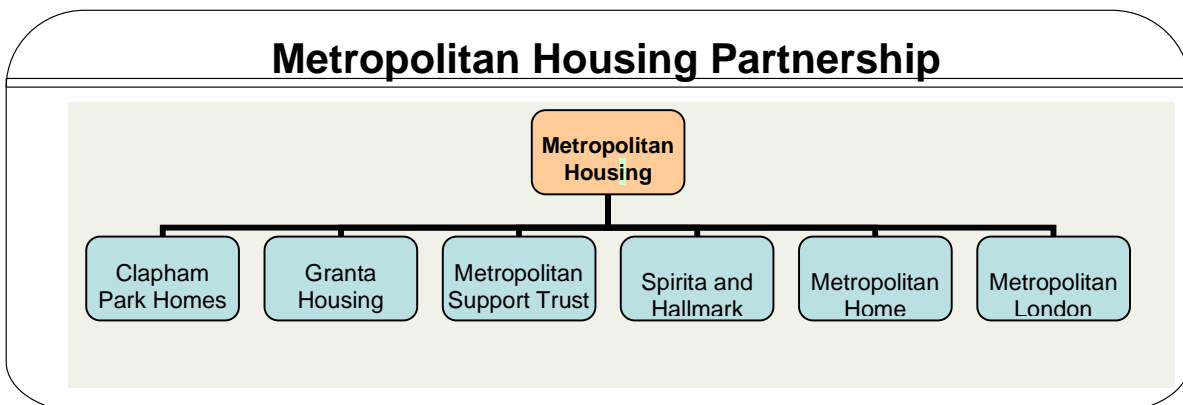
MHP Partnership

We see our resident involvement as a three way process between our customers, board and staff. MHP is a family of successful businesses providing housing, regeneration, and community and support services. MHP businesses manage over 35,000 properties, with dwellings in the major urban areas of Derby, Nottingham, Cambridge and London, the areas in between and surrounding counties. We provide affordable homes for rent and sale to those with greatest need along with a range of care and support services. In all areas of our work we aim to make a genuine difference to the lives of thousands of people and empower residents by encouraging them to play an active role in shaping the future of their communities.

The Resident Involvement Structure and relations in MHP

MHP is a very successful partnership business and each one of the partners is actively encouraged to individualise their resident involvement portfolio while ensuring that we cover a broad range of activities. The group also works in partnership to increase efficiency and to ensure consistency and part of that drive is this strategy. There may be an argument for centralising main resident involvement activity in order to increase transparency and accountability as well as how well we do it. We will monitor this throughout the life of this strategy and where necessary take agreed action.

MHP structure



The 2008/11 strategy is an overview of how and where the MHP Partnership wants to be in March 2011 in terms of resident involvement. In addition to this each business will have a localised strategy in which they will give a more detailed picture of how this plan will be met along side their own goals. They will also outline their Resident and Service User structures and how residents become involved. This strategy will also compliment and be complimented by our Customer Services Strategy and our Diversity Strategy. Our youth Strategy will take into account some RI activity. Put together all the strategies will combine to meet the aims and aspirations that our residents have to be involved in our day to day and strategic decision making processes.

Residents and/or Service Users

MHP has a diverse resident population. Some MHP residents receive specialist support and we also have customers who are not tenants, however they access our support services. Customers in these two groups are sometimes referred to as 'service users'. Granta has a specialist care arm and MST is entirely devoted to care and support. This strategy encompasses all of our customers regardless of their relationship with us and where they feel able we want them to be involved. We recognise that there may be need for different types of involvement for our service users, although the outcome must be the same, and therefore, support both Granta and MST in their involvement structures and the need to follow the Quality Assessment Framework and any additional regulatory guidelines as part of that process.

Our Staff and Board

We have rolled out the 'Achieving Excellence¹ in Resident and Service Users Involvement' corporate training throughout the business in 2007. Staff are required to attend as part of the corporate training programme and learn about involvement activities in the partnership as well as their role in it. From 2008 staff will have to show their knowledge and achievements as a theme within their competencies as part of their performance review.

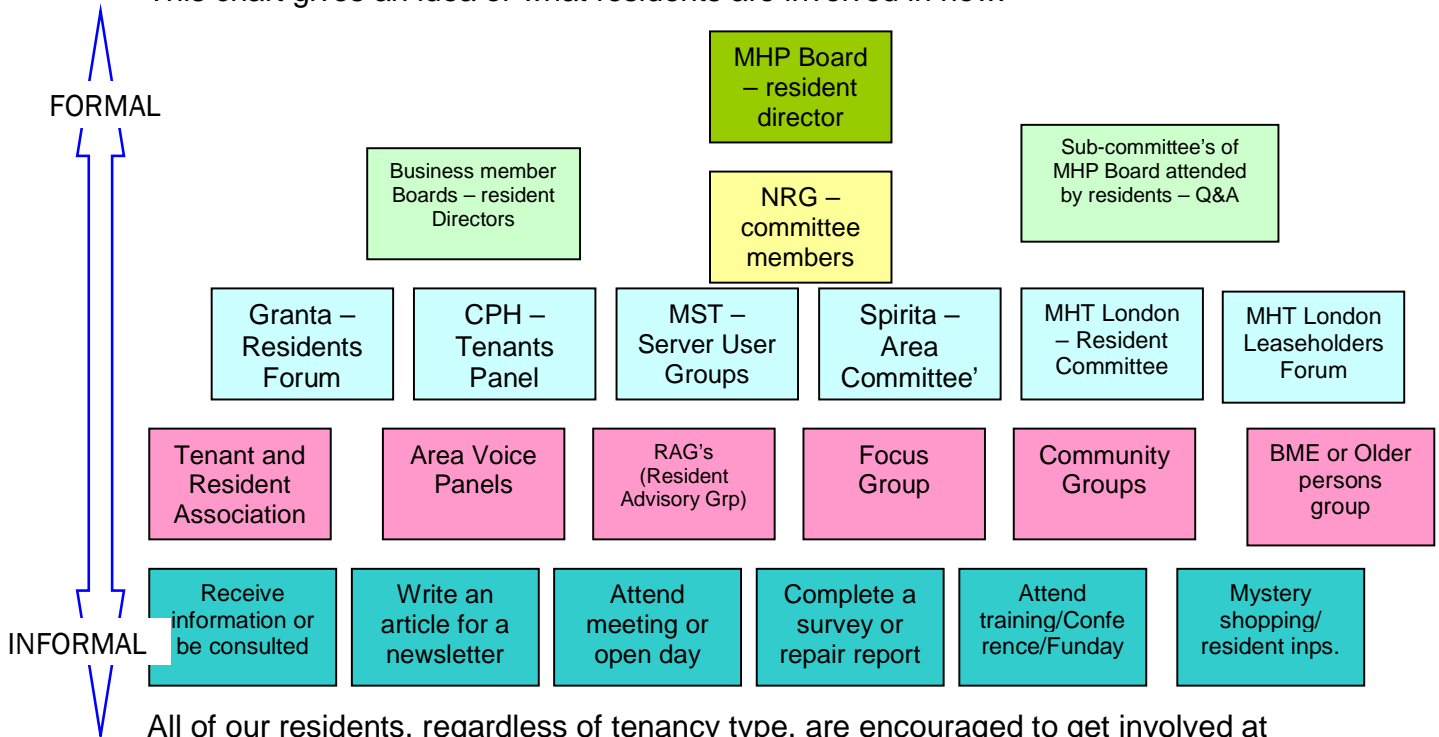
The board receives a quarterly report on resident involvement activity throughout the partnership at its Quality and Accountability committee². The NRG also gave a presentation to the board on its Business Plan for 2007/08 and there have been a number of visits from board members to the NRG meetings as well as senior managers and the Chief Executive. The MHP board also has a resident board member as one of its directors. She was selected for this position through a very thorough interview process and we will be setting out below our plans for future succession. The NRG will present their 2008/09 business plan at MHP's Annual General Meeting in order to increase awareness of them.

¹ A programme of projects and work to improve our services from housing management to internal systems and procedures

² Made up of MHP board members and NRG members and is a corporate sub group of the MHP board scrutinising resident involvement through the business

How Residents can get involved in MHP

We provide a variety of ways in which residents can get involved. Some residents may wish to get involved through the local resident involvement structures with their landlord and can be found by contacting their resident involvement officer or looking at a local strategy (see contact details below). We will set out below some detail of programmes we are doing in partnership at a strategic level to increase involvement. This chart gives an idea of what residents are involved in now:



All of our residents, regardless of tenancy type, are encouraged to get involved at any level. We do not cater for non-residents with the exception of Metropolitan Support Trust where service users who are not residents can sit on the service user groups.

Support for Residents to be involved

We encourage all our residents to take part and become involved in resident involvement activity and join our resident groups. We offer training and we refund anything it costs to be involved. We pay for or refund residents travelling costs, meal expenses, child or carer costs including agreed amounts for specialist care, pay for postage and computer costs and in some cases, including our NRG, we will supply them with computers. In the businesses there are a wider range of allowances and also a grant system for TRA's and other community groups. A variety of resident group meetings attendees receive a voucher of £10 or £20 as a thank you. We intend to enhance these allowances over the next three year period. We will also be researching introducing a partnership wide 'Affinity Scheme' to reward volunteers who continually work in partnership with us. We fund residents to set up and run

Tenant and Resident associations. For these groups we have a certain standard on how they are run and includes:

- a) To represent all members on the *estate/street*
- b) To promote the exercise of residents and leaseholders of ***name landlord*** rights and the maintenance and improvement of their housing conditions, amenities and environment;
- c) To encourage recreation and social activities which will be open to all members;
- d) To uphold equal opportunities and work for good relations amongst all members of the community.

As a thank you and a way of spreading good practice we will be introducing a resident involvement award scheme. Up to 5 residents or groups a year will win a £1000 grant to be spent on a community benefit.

The National Residents Group

The NRG is a key consultative residents group for MHP and has the following responsibilities:

- It reviews and feeds into Government policy on behalf of MHP residents;
- It is a consultative group for national policy;
- It challenges MHP on our performance.

The MHP board are committed to enabling residents to be at the heart of monitoring performance and the NRG will have a key part to play in this. The NRG has a busy schedule and is central to the overall resident involvement strategy.

Funding for resident involvement

MHP will ensure that resident involvement within all of the partnership will be adequately funded to achieve the objectives set out in our 'Plan of Action' below. To this end an annual budget for resident involvement will be agreed within the Policy and Performance budget. This amount will be ring fenced and will be costed by the Resident Involvement Strategy Manager to take account of all activities that will take place the following year. Where an opportunity arises the Resident Involvement Strategy Manager will apply for outside grants for particular projects. In particular with projects that innovative and would increase our overall resident involvement activities.

Each of the business will also budget for their own resident involvement activity as set out in their strategies.

External Drivers for change

We constantly refresh our ideas and improve the way we work with our residents whilst keeping in mind government policy. We feel that an important moment for

resident involvement was the publication of 'What tenants want' by the Tenant Involvement Commission, which complimented our own belief that getting our services to be more respondent to the needs of our customers was the golden thread that tied all the rest together. 2007/08 was a time of significant movement on resident involvement as well as housing reaching the top of the politician agenda. We dissected and discussed with our National Residents Group 'The Cave Review of Social Housing', Hills 'Ends and Means', the revised 'Housing Corporation Involvement Policy' and then the detail and expectations of the Housing and Regeneration Bill. We look forward to the Tenant Services Authority³ and new powers such as Short Notice Inspection⁴, which in a joint reply from our NRG we supported. We also welcome the ability of our residents to trigger inspection and the creation of a 'Tenants Voice'⁵. We set out below how we will support our residents to fulfil their aspirations to take part in resident involvement within MHP as well as increasing our overall satisfaction rating identified through the status survey.

Visions and Objectives

MHP aims to continue to develop its good work to date on resident involvement and aims for our residents to be more involved built on the principles of being representative, consultative and strategic. Where residents want to be included in our decision making process we want to be able to give them the opportunity to be representative of residents views and sit on one of our resident groups; from a TRA right up to the NRG and one of our businesses boards. Where residents want to be kept informed we want to develop our resident magazines, websites and other technology such as texting. We will help develop residents skills to do this and will be continuing to offer them good quality internal and external training. This strategy sets out to develop our resident involvement service to that of an excellent organisation and we will have achieved our objectives if the following applies in March 2011:

- Our residents can communicate easily with us and we have a number of ways to pass on information to them;
- Our residents have easy access to a number of appropriate training choices;
- We have satisfaction with resident involvement approaching the national average and;
- We have a larger and more diverse number of residents taking part in our involvement activities.

Decision making process

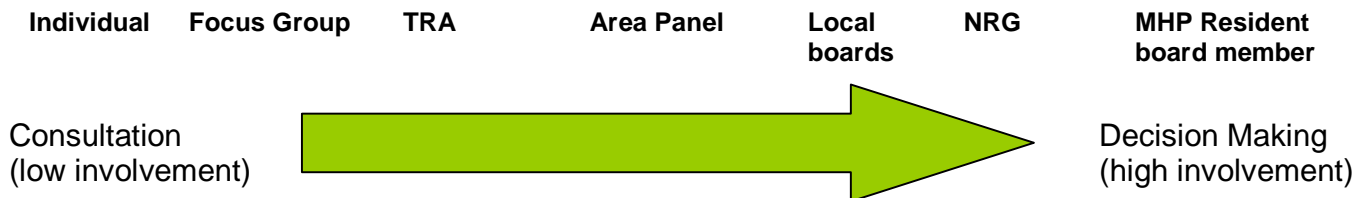
Where we can we will fully involve our residents in making decisions about day to day management activities and our strategic decisions. However, we are obligated to all of our customers both morally and statutorily to supply decent homes. We will,

³ The new social housing regulation body planned to replace the Housing Corporation and Audit Commission in Spring 2009

⁴ Replacing the current Housing Association inspection regime where only 5 days notice of inspection of up to 3 housing management areas will be given

⁵ A professional body to represent residents interests in the world of housing

therefore, have to make decisions that we will not include our customers in and some where we will consult them and then make a decision. The diagram below gives a rough guide to where we will consult with and where we will make joint decisions. This may vary in each business:



We will always try to make decisions with our residents. However, there are areas where we will be unable to do this such as Tenancy breaches or allocations. Where we do work with residents we have standards that we will follow. Please see our Staff Working with Residents procedure on the NRG website (www.nrg-mhp.org).

Approach to realise the strategy

We set out here some of the key things we will be doing over the following three years and then further down go into more detail on some more significant parts of our plans:

- Form structured focus groups to consult on policies, procedures and service delivery.
- Establish resident panels to review services.
- Help residents to set up residents groups.
- Work with and develop our National Residents Group.
- Provide a locally based training program.
- Provide places for and encourage residents to join our committees and boards.
- Seek residents' views on service delivery through customer surveys and mystery shopping.
- Develop Resident Inspectors.
- Work with the National Residents Group to develop their website to make it a hub of activity for feeding information to residents and from residents to us.
- Organise business conferences, fun days and other events
- Organise an annual MHP-wide Resident Involvement conference

Collective arbitration with our resident groups

Where our resident groups feel that they have been excluded or that decisions are contrary to what is agreed, then the Resident Involvement Manager will enter into dialogue with them. If necessary, we will ask the Resident Involvement Working Group to make a mutually agreeable decision that will be binding.

MHP Resident Board Member

The present Resident Board member was selected through a very thorough process of advertising, training and interview. We will continue to use this method and all of our residents regardless of their tenancy type can apply for it. We will also assist Granta in their efforts to recruit a resident board member. We will constantly let residents know that there are resident board members and annually offer an introduction to what it is involved training session for those who may be interested. We will then keep their names and ensure that they are made aware of any vacancies.

MHP is currently conducting an exercise of review and auditing of its board member skills. In its October 2008 conference the partnership will decide the future succession plan for its board members including that of resident members.

Review of our National Resident Group

We agreed, in partnership of its members, to look at and review how the NRG is functioning and see whether it could be improved. The group stood at 15 members in the year and all had significant 'portfolio' (housing themes to lead on i.e. ASB) work and objectives. The group spent time over a four month period looking at their structure and how we could increase the value of the NRG to resident involvement within MHP. To this end they agreed:

- A new Constitution which gives the group 16 members;
- Set maximum number of places per business;
- Clear links to local resident involvement structures and;
- A Terms of Reference which sets out what the group would do and its role in the partnership.

The NRG will continue to;

- feedback to MHP on resident's perspective on national policy as well as government consultation;
- scrutinise all the partnership businesses resident involvement structures and;
- challenge us constructively on important resident issues.

The membership is now flexible enough to accommodate people with skills and enthusiasm who may not be interested in being involved at business level and to address any imbalances in age, ethnicity etc. It also ensures appropriate links with the member businesses who can select residents to join the NRG.

Developing the NRG:

We will:

- Give the NRG more independence and control over its budget to resident knowledge and financial responsibility;
- Invest in their website, giving more technical and practical help so that it can be used as a forum for residents to discuss our policies and government initiatives;
- Provide an annual training programme to build on their skills and strengths, identify areas for capacity building and help with their group processes.

Support for Resident Management

We will inform our National Resident Group about resident management and what MHP caters for. We will ensure that any changes in the sector will be communicated to them. At the moment the organisation does not have any residents managing their homes.

Resident Involvement Database

Our resident involvement database which we launched in March 2007 will keep a record of all our residents:

- Who are involved;
- Their resident involvement activities and training;
- Profiles of resident groups and who belongs to them;
- The interests of our residents and in particular where they tell us through the businesses 'Menu of Involvement'.

The advantages of working this way are:

- We will be able to target residents based on themes and therefore increase involvement and improve on value for money by contacting only those who we know want to be involved in that issue;
- We will use the database to monitor what works and does not; and
- Will continually be able to improve on the resident involvement services we provide.

The database will also incorporate an 'Event Evaluation' form that will give details, objectives and outcomes on each resident event or meeting and will greatly improve how we assess our resident involvement activities and their impact on our residents. MST will also record Service User activity in their Service User Module database.

Menu of Involvement

The Menu of Involvement has successfully shown our residents what type of activities are available for them to be involved, how much time they need to commit for each item and how to express an interest. We have listened to our residents and,

including our own observations, we will no longer have a partnership-wide menu and each business will produce their own to address their local needs. This will include:

- Making each card simpler;
- Residents will be able to decide what activity they would like to be involved in when we contact them directly – phone call, survey, meeting etc and this will have the increased benefit that not only will the resident pick the exact subject they want to be involved in they will also be able to pick and change how much time and energy they want to devote to it;
- Begin to record all of their interested subjects; and
- All of the activities will be input our resident involvement database.

As we do this we will be able to monitor the effectiveness of the menus and ensure that they are responding more to residents needs and giving the opportunities that they require.

Residents Training Programme

We want our residents to feel comfortable in whatever level of resident involvement they would like to participate in. In 2007 we trialled a training programme which offered a variety of sessions ranging from 'An introduction to meetings' to 'Money Matters'. After a thorough evaluation of this we intend to launch a programme throughout the partnership that will be repeated every year. It will include sessions that will enhance our resident's knowledge of our resident involvement structure and show them how they can become involved and how they can use it to both increase community spirit as well as develop their skills.

Where residents want to go further and want to achieve an academic qualification we will help them in this. We are actively talking with groups such as the Chartered Institute of Housing and discussing with them the Accelerated Learning for Residents programme. We are also trialling a mixed academic and hands on experience course with our residents in Spirita and aimed at those already undertaking resident involvement activities.

Resident Involvement Texting Service

As technology expands and people's lives become busier it is only natural that we should seek to match the two and come up with new ways of keeping our residents involved. From 2008 we will be trying out a texting service which will let those interested know on their mobile key resident involvement activity including events in their area.

Diversity

MHP has been and continues to work on its project to profile all of our residents. We will use this information to target our resident involvement activities to the groups that this will identify. We will particularly ensure that we involve groups that are hard to reach including young people, Black Minority Ethnic communities and the Lesbian Gay Bisexual Transgender community. We will use the 'How was it for you' 'Equal

Opportunity' section that will be filled out at each resident involvement event to match against the profiling data. Where there is a mismatch we will put into place an action plan to deal with it and encourage those who are missing to attend.

Resident Affinity Scheme – ‘Rewards for all’

After consulting our residents we will decide whether to launch an award scheme to thank our residents for their work and partnering with us. We will use the recording of individual activity on our database to reward residents after a certain amount of time giving to resident involvement activities. MST already has an established award scheme for its customers and there are other ad hoc arrangements throughout MHP. In the future we hope to amalgamate all of these so that there is a universal model giving equal reward for equal participation.

Measuring impact

Performance indicators

The Performance Indicator⁶ (PI) data released by the Housing Corporation at the end of 2007 will be used as the basis for MHP to increase its overall performance in the resident involvement arena. However, a large selection of our properties are in major urban areas and, traditionally, tenants in these properties are not as satisfied as their rural counterparts. While MHP may be below the national average PI's we are higher than average compared to a number of our peers⁷. It is, therefore reasonable that we stage our increase towards the national average while maintaining or increasing our comparison to our peers. We will survey our residents annually to keep a track of progress.

	MHP (status 2006)	Peer comparison (see 5)	National Average (HC 19/12/07)	MHP Target 2008/9	MHP Target 2009/10	MHP Target 2010/11
Overall Tenant Satisfaction	73%	70%	80%	75%	77%	79/80%
Repairs and maintenance	69%	63%	76%	71%	73%	75/76%
Tenant Participation	54%	49%	61%	56%	58%	61%

How Was it For You?

⁶ Made up of figures collected from HA's from their Status surveys undertaken every 3 years

⁷ MHT RSR statistics 31 March 2007 compared to C33, Family Mosaic, Hyde, L&Q, Notting Hill, PCHA, Peabody, SHG, Guinness, William Sutton

We use our own 'How was it for you' monitoring cards which measure residents:

- Expectations;
- Organisation qualities of our events;
- Whether they felt listened to;
- Confidence that things will change (all scaled 1-10);
- How future event can be improved; and
- Preferred methods of communication.

We also collect diversity information. The cards are collated and the resulting charts are attached to the 'Event Evaluation' form and returned to the next event/meeting of those residents for information. They should be able to see how things have changed because of the action taken from the results and any 'quick fix' issues. Quarterly, each business returns will be collated together and then an overall report for each one will be produced. These will then be used to identify strengths and areas in need of development in resident involvement between partnership businesses and action will be taken to correct it. Best practice will be shared among the businesses.

We will also continue to have an 'organic' Impact Assessment which we will regularly ask our National Residents Group to analyse and input into.

Plan of Action

Objective 1- Our Communications become more effective		Outcome	Responsibility and target date	
SMART Activity	Aim 1 – Resident Involvement ‘Tool Kit’	Develop the existing resident involvement manual into a learning toolkit for both residents and staff	<ul style="list-style-type: none"> ➤ The information is manageable and readable. ➤ Increase numbers of TRA's throughout the partnership. We will measure this by asking each business to set a target based on their current groups. ➤ There is an increase in awareness of resident involvement. We will be able to measure this through customers being encouraged to register for the learning activities on the toolkit and keep a record of their achievements. 	RISM and Learning and Development March 2010
	Aim 2 – RI Newsletter	Produce a quarterly 4 page briefing bulletin updating involved residents and RI staff on activity including government policy	<ul style="list-style-type: none"> ➤ Increase awareness of resident involvement. We will measure success by surveying our readers and asking them how their knowledge has increased. 	MHP RI Team April 09 and ongoing
	Aim 3 – Text messaging	Recruit a number residents to receive 10 texts a year on MHP resident involvement activity	<ul style="list-style-type: none"> ➤ Higher attendance at meetings including walkabouts, focus groups, online forums etc. As part of the trial we will continuously evaluate and ask those taking part what they felt worked to measure how successful it is ➤ More residents involved 	MHP RI Team July 10 and review
	Aim 4 – RI	Ensure Everyone and local	<ul style="list-style-type: none"> ➤ Residents are more aware of the 	MHP RI Team,

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	Activity in Everyone and local magazines	magazines are used effectively in advertising resident involvement activity. Ask the Communications team and NRG to meet more frequently to discuss the NRG communications strategy	activities that are held and available. We constantly the effectiveness of this by asking residents in attendance how they got to know about it. ➤ Those who do give up their time are recognised	Communications Team and NRG April 08 and ongoing
	Aim 5 – NRG Website	Invest in the NRG website, giving more technical and practical help so that it can be used as a forum for residents to discuss our policies and government initiatives	➤ Safer and secure environment ➤ Easier to update and keep updated ➤ Better participation without leaving home ➤ Easier to locate in search engines	MHP RI Team, Communications Team and the NRG Oct 08
	Aim 6 – MHP Website	Increase the use of the corporate website with regard to resident involvement activity	➤ Residents have a set place to find out about involvement activities ➤ Able to host surveys and policies consultation	MHP RI Team and Communications Team Sept 08
	Aim 7 – Develop a ‘Resident Quality Mark’	Residents start out by checking some of MHP’s written material is easy to understand and is accessible and increase to most of it.	➤ Documents become standard using plain English as a matter of course ➤ More become involved as opportunities understood quicker	RI MHP Team, P&P Team and overseen by NRG Sept 08 to March 11
Objective 2 – We Create a Programme of Excellent Training			Outcome	End date
SMART Activity	Aim 1 - Develop an accredited resident training programme	In order for our residents to take opportunities to be involved we must give them the skills and confidence. Where they are already involved we will help them	➤ Residents become more deeply involved because of better knowledge and skills ➤ Involvement becomes self-sustaining as skilled residents pass it on to others ➤ Increase work opportunities as skills are transferable	RIPO and Partnership Representatives on the Project team Dec 2008 and

	<p>with further skills and knowledge. The programme will cater for those residents who just want the basic skills of involvement right up to those who would like to gain an academic qualification</p>	<ul style="list-style-type: none"> ➤ More effective meeting and residents events which will be measured through our 'How was it for you' surveys ➤ Better outcomes when residents interact with staff. We will be able to measure this by increased satisfaction levels recorded. ➤ Higher overall satisfaction <p>❖ Measurement will include all our surveys including repairs and anecdotal evidence from officers</p>	ongoing
<p>Aim 2 - Develop a Resident 'Mystery Shopper and Resident Led-inspection programme</p>	<p>Residents become 'Mystery Shoppers'⁸ and improve our services by internal inspection. This knowledge can then be used to develop residents as inspectors, which as it develops they become paid and replaces our present arrangements. We can also use the training academy to develop our residents as trainers both for other residents and staff</p>	<ul style="list-style-type: none"> ➤ MHP's services improve from our residents perspective ➤ Residents skills to gain employment increase ➤ Our expenditure is used to create employment for our residents and in turn strengthens our relationship <p>❖ We will build in a system to measure outcomes as part of the programme</p>	<p>The RISM, Customers Services Development Manager and the NRG September 08 to October 09</p>
<p>Aim 3 – Continue staff corporate training</p>	<p>Continue supporting staff to identify their role in ensuring resident involvement activity is seen</p>	<ul style="list-style-type: none"> ➤ More residents are given the opportunity to be involved as more staff offer advice ➤ Staff become closer to residents as involvement increases 	<p>RISM and Learning and Development Team</p>

⁸ Inspecting our services usually without our officers knowing and looking at set standards that we should be achieving

	as part of the organisations ethos.	➤ Increase understanding among our staff of residents needs, aspirations and expectations	Ongoing	
Objective 3 – Our Satisfaction Levels Improve		Outcome	End Date	
SMART Activity	Aim 1 - By March 2011 increase overall satisfaction levels and strive to be the national average	MHP desires to be a top performing Housing association. In order to do this we must aim to be up with the top quartile of businesses in resident involvement.	➤ Staff and involved residents become emboldened because of increased recognition of their work. ➤ Satisfaction levels in line with national average	RI Team and all staff April 08 09 March 09 to March 2011
	Aim 2 - Yearly resident involvement survey	Carry out an annual survey to check whether resident involvement opportunities meet resident's expectations and to gauge satisfaction levels.	➤ Register 'reality check' against delivery of resident involvement strategy ➤ Satisfaction trends monitored ➤ Satisfaction increases involvement	RISM and Communications Team Annually
	Aim 3 - Impact Assessments	We ask our residents to help us decide what impact our services should have the start of the year. At the end of the year we ask them to decide with us what the outcomes actually were.	➤ Our residents expectations are the same as ours ➤ Residents help us identify ways to improve performance over the coming year	RISM and officers from each of the Partnership businesses Ongoing
	Aim 4 – Tenant Participation	CPH has been self assessing and plan to	➤ By auditing our resident involvement in the businesses we can be aware of what	MHP RI Team and the RI Teams in

Advisory Service (TPAS) Accreditation	become accredited ⁹ on resident involvement by TPAS in 2008. We would like to see our businesses follow the same route	we have and improve on it ➤ Resident involvement and our undertaking of it will become more consistent	CPH, Granta, Spiritia and MHT London Apr 08 to Nov 09
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Objective 4 – Increase Involvement Activities and Attendance

		Outcome	End Date
Aim 1 – Recruit volunteers who are interested in becoming a Resident Board member	Advertise the fact that we have resident board members more. Offer an annual training session to interested residents.	<ul style="list-style-type: none"> ➤ A number of residents are trained and ready to apply for any vacancies on the MHP board and partner boards ➤ The pool of available residents becomes more diverse 	RISM Dec 08 and annually
Aim 2 – Involve more of our BME community and hard to reach groups	Hold a number of events inviting relevant residents to find out how they would like to be involved. If necessary create a MHP-wide ‘BME/hard to reach’ group	<ul style="list-style-type: none"> ➤ All of our residents are involved and activity becomes more diverse and interesting ➤ Satisfaction levels rise as previously excluded groups are listened to 	MHP RI Team Dec 09
Aim 3 – Annual RI conference	Showcase the impact of resident involvement activity that is undertaken in MHP. Invite high profile speakers who can share their views on government policy that will affect social housing and in particular RI. Solicit residents view on	<ul style="list-style-type: none"> ➤ RI becomes more prominent in the organisation ➤ Residents get a different perspective on policy and it increases their appetite ➤ Increased awareness of the impact of resident involvement ➤ Residents views are listened to with regard to RI activity 	MHP RI Team and a working group of key residents and RI staff Annually

⁹ Resident involvement activities will be standardised and will have certain attributes and expectations

	RI plans for the following year		
Aim 4 – Affinity scheme	Set up a process where we reward our residents for working in partnership with us and for volunteering their time	➤ We show that we appreciate the hard work of our residents	Sept 2009
Aim 6 – Review the NRG and develop its role and support them in playing a full role in representing residents interests and a strategic and partnership level	The NRG is a key part of MHP’s RI activity. It is important that it is held in high regard by our partnership organisations. To this end it should be reviewed to make sure it has fit to the rest of the organisation. We will do this by introducing a high level annual development programme. We will increase awareness of the group and they will introduce their business plan at MHP’s AGM.	<ul style="list-style-type: none"> ➤ Improved structure will mean improved resident involvement measured by better understanding of roles ➤ All residents and partner organisations have faith in the NRG to fulfil its role to be measured by increased interaction ➤ Reinforce knowledge and skills through links to outside organisations such as the Tenant and Resident Association of England and the new ‘Tenants Voice’ ➤ Regular and effective flow of information between the group and local regional resident involvement structures. 	RISM and NRG Oct 08
Aim 6 – Introduce a RI award scheme	We will ask the NRG to oversee a RI reward where groups or individuals will be rewarded £1000 in 5 of our businesses (CPH, MHT London, MST, Granta and Spirita). The money will be used to buy something for the community and we will	<ul style="list-style-type: none"> ➤ We will share best practice throughout the business ➤ Residents will be recognised for their role 	RISM and NRG March 2009 and ongoing

<p>Aim 7 – Create a Consumer Panel</p>	<p>advertise the learning from each of the best practices that win.</p> <p>We will write to all residents on our RI database asking them to help us to monitor our business by completing 3 surveys a year. We will reward them for their help.</p>	<ul style="list-style-type: none"> ➤ We will track out activities and be able to have more effective improvement plans ➤ Residents are being listened to more and outcomes will be reported back to them 	<p>MHP RI Team Dec 08</p>
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Consultation List

The strategy was consulted through:

The National Resident Group (NRG), Metropolitan Housing Trust (MHT) Regional Resident Panels, Clapham Park Homes (CPH) Resident Panel, Granta' Resident Forum, Spirit's Area Committees, Metropolitans Support Trust (MST) Service Users Strategy Group, individual tenant groups including various Tenant and Resident Associations, individual residents and various staffing groups including the Housing Management Team¹⁰ and Resident Involvement Working Group.

The final Objectives and Aims were presented to the Resident Involvement conference on 29 March 2008 and agreed. It was attended by 116 resident representatives from throughout MHP.

Residents have also helped to set this strategy by continuously working with us in target setting, impact assessments and various focus groups and will help set future strategies by continuing to do the same.

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¹⁰ An MHP corporate group made up of all partnership Housing association Managing Directors and MHP senior directors
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Glossary

AC	Audit Commission
ACE	Achieving Excellence
CPH	Clapham Park Homes
BME	Black and Minority Ethnic
CPH	Clapham Park Homes
HA	Housing Association
HC	Housing Corporation
HMT	Housing Management Team
KLOE	Key Lines of Enquiry
LA	Local Authority
MD	Managing Director
MHP	Metropolitan Housing Partnership
MHO	Metropolitan Home Ownership
MHP	Metropolitan Housing Partnership
MHT	Metropolitan Housing Trust
MST	Metropolitan Support Trust
NRG	National Resident Group
Outcome	A change, a benefit, learning or other brought about by output

Output	An activity, service or product provided
PI	Performance Indicator
QAF	Quality Assessment Framework
Q&A	Quality and Accountability
P&P	Policy and Performance
RI	Resident Involvement
RISM	Resident Involvement Strategy Manager
RIPO	Resident Involvement Policy Officer
RIS	Resident Involvement Strategy
RIWG	Resident Involvement Working Group
RSL	Registered Social Landlord
START	Strategic assessment on results and targets
TPAS	Tenant Participation Advisory Service