



Metropolitan Housing Partnership

Resident Involvement Statement 2008

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

Introduction

This statement was agreed with our National Resident Group (Saturday 17 May 2008). It summarises our main priorities from our Resident Involvement strategy and sets out how we will measure our successes.

Priority Outcomes

MHP's six core standards for resident involvement are:

- 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

MHP and our partnership organisations want to work with our residents in partnership to deliver excellent services to our customers. For 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

Business Plan Fit

Our underlying principle is 'Working with residents for better homes and stronger communities'. The Business Plan has resident involvement as one its six objectives

“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”.

Monitoring

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.

Range of Ways for Stakeholders to be Involved

- Structured focus groups to consult on policies, procedures and service delivery.
- Establishing resident panels to review services.
- Help residents to set up residents groups.
- Our National Residents Group.
- Provide a locally based training program.
- Have places for and encourage residents to join our committees and boards.
- Seeking 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.
- Business Conferences, fun days and other events
- Annual MHP-wide Resident Involvement conference

Resources

The Resident Involvement in Policy and Performance holds a budget to fund activities that are MHP-wide as well as all the costs for our National Resident Group. Each business based Resident Involvement team have their own budget to fulfil their local priorities and also to fit into the groups business objectives. Where there is a case the Resident Involvement Strategy Manager will apply for outside funding. We will actively monitor our budget ensuring that all of the aims in our strategy will be fulfilled.