

Resident Involvement Statement 2009



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Background

Cestria Community Housing wants to create sustainable communities: places where people feel safe, that have good local services and community facilities, places that people are proud to want to live in.

We believe that a major factor in realising our aim of sustainable communities is the effective involvement of our residents and the wider community. Cestria recognises that communities and the different people that live within them have ideas, opinions, knowledge and experience that can help us develop our services to meet the needs of communities.

We have developed a 'Menu of Involvement' and a 'Pyramid of Involvement'. This is only the beginning as Cestria will continue to create a range of new ways to enable residents to work with Cestria to improve people's quality of life.

We will work with others to ensure resident involvement is based upon effective capacity building, to ensure people who get involved are adequately supported, and develop transferable skills to benefit themselves and their communities.

Cestria will champion equality and diversity as an integral part of our approach to resident's involvement, to ensure different sections of communities are effectively represented. We will improve awareness of equality and diversity as part of involvement.

Cestria aims to be an open, accountable, and successful organisation in the eyes of residents' and the communities they live in.

Cestria Community Housing will;

- ✦ Ensure that residents have equal opportunities to take part in involvement and take active steps to engage with under-represented and vulnerable groups.
- ✦ Develop an up to date profile of residents in their homes, and make positive efforts to understand tenant's needs and aspirations.
- ✦ Develop a range of methods of involvement with active residents, and/ or communities, that allows residents to be involved on their terms.
- ✦ Develop ways to negotiate service targets, influence corporate decision making and hold the association to account.
- ✦ Develop mechanisms, with residents and/ or communities, which enable influence over investment in, and the design of affordable homes, and where relevant, wider neighbourhood priorities.
- ✦ Develop appropriate neighbourhood level targets and scrutinise where they want this, and it is relevant.
- ✦ Provide accessible information to residents.
- ✦ Negotiate with residents, and/ or communities, the terms of reference for involvement activities (e.g. constitutional requirements for funded community groups, timescales for consultation).
- ✦ Enable involvement by providing properly resourced capacity building and training for residents, staff, and where appropriate communities.
- ✦ Consider with residents and/or communities the value for money of involvement activities, including the added value that involvement creates.

Resident Involvement: Our Commitments

We will

- Provide appropriate transport to enable residents to attend Cestria's events.
- Offer tenants and residents a menu of involvement where they can choose their level of participations.
- Offer members of the Cestria Reference Group the opportunity to suggest agenda items for future Reference Group Meetings.
- Develop a tenants and residents training programme.
- Involve tenants and residents in the improvement and monitoring of all our services to ensure we are consistently raising standards.
- Have 5 tenant Board members.
- Hold meetings with tenants to monitor the delivery of offer document promises 4 times per year.
- Hold an annual conference.

Resident Involvement: Service Standards

We will

- Hold 9 Reference Group Meetings per year.
- Provide a feedback report to each member of the Reference Group within 10 days of each meeting, and post feedback reports on our website within 10 days of each meeting.
- Report on a quarterly basis how much we spend per tenant on resident involvement.

Ways to get Involved

Mechanisms already exist to enable residents to get involved at the level and pace they choose. We recognise that in order to continue to develop and get the maximum number of our residents to engage with us it is vital to offer a range of opportunities to ensure that people have the chance to get involved as much or as little as they want.

Examples of present involvement mechanisms Include;

✦ **Cestria Reference Group**

This is Cestria's main consultation group and is open to all of our tenants to join. The Cestria Reference Group meets monthly, and tenants and leaseholders give their views to assist Cestria to improve existing services and develop new services.

✦ **Sheltered Users Forum**

This Group meets quarterly and is made up of nominated representatives from each of the sheltered units. The group discusses issues which particularly effect sheltered units.

✦ **Annual Satisfaction Survey**

This is a survey sent to all tenants. The results are presented to the Board and publicised to all tenants through the Cestria Courier and on the website.

✦ **Repairs satisfaction surveys**

These are sent to all tenants who have ordered repairs.

✦ **Corporate Comments and Complaints**

All compliments and complaints are reported quarterly to the Board.

✦ **"You Said We Did"**

Examples of where we have acted on residents suggestions to improve services or the local environment.

✦ **Website**

Cestria's website includes information on services provided by Cestria Community Housing and allows tenants to get in touch with us. The website address is: www.cestria.org.

✦ **Cestria Courier**

This is Cestria's tenant named newspaper. It is delivered 4 times a year to all Cestria Community Housing tenants and also made available on Cestria's website.

✦ **Estate Walkabouts**

These are regular programmed walks through each estate, where residents can join Estate Services Officers, Local Councillors and other partner organisations to point out areas of concern and obtain feedback.

✦ **Tenants and Residents Associations**

Cestria Community Housing works in partnership with twenty two Tenant and Residents Associations and provides assistance and advice.

✦ **Sheltered Housing**

All of Cestria's Sheltered Schemes are equipped with communal facilities that allow for social activities and informal consultation.

✦ **Service Improvement Groups which Cestria presently has include;**

- ✦ Anti-social Behaviour Working Group,
- ✦ Income Management Working Group,
- ✦ Website Working Group,
- ✦ Ground Maintenance Group,
- ✦ Improvements Group,
- ✦ Calendar Group
- ✦ Annual Satisfaction Survey Group
- ✦ Monitoring the Offer Promises Group

✦ **Tenant Shareholders**

All tenants can apply to become shareholders in Cestria. This costs £1 and entitles each shareholder to vote at the Annual General Meeting.

The Menu of Involvement

The Menu of Involvement offers residents a range of ways to have a say in how services are delivered and to influence how the quality of services can be improved.

Against each involvement option listed in this menu, we have identified the time commitment involved. This will enable residents to choose an option for involvement which suits their lifestyle.

If anyone has special needs (for example, if the tenant has difficulty leaving their home) we can adapt the options on the Menu of Involvement to meet their needs.

Getting involved brings lots of rewards. Residents can meet new people; learn new skills and directly change how services are provided to improve homes and communities. There has never been a better time for tenants to get involved and to make a difference.



The “Menu of Involvement”

Level of Involvement * = Low Level of Involvement (occasional contact) ** = Medium Level of Involvement (occasional meetings) *** = High Level of Involvement (regular meetings) ****= Very High Level of Commitment (regular and adhoc meetings)				Type or Involvement I=Information F=Feedback C=Consultation P=Participation D=Decision Making
The Subject	Level of Involvement	Who can get involved	Type of Involvement	What issues might be discussed or addressed
Leaflets, Tenants Handbook	*	All Tenants and Leaseholders	I,F,C,P	General information regarding all service areas
Garden Competition	*	All Tenants and Leaseholders	P	Improving the appearance of the community
Surveys and Satisfaction Returns	*	All Tenants and Leaseholders	I,F,C,P	All service areas
Complaints and Compliments	*	All Tenants and Leaseholders	F	Complaints and compliments on services
Estate Walkabouts	*	All Tenants and Leaseholders	I,F,C,P	Environmental issues affecting each estate
Ground Maintenance Inspector	**	All Tenants and Leaseholders	I,F,C,P	Monitoring the effectiveness of the Ground Maintenance team
Tenant/ Resident Association	**	All Tenants and Leaseholders	I,F,C,P	Local issues
Sheltered Users Forum	**	All Tenants in Sheltered Units	I,F,C,P	Issues and events affecting the Sheltered Units
Service Improvement Groups	**	All Tenants and Leaseholders	I,F,C,P	Developing all service areas
Tenant Shareholder	**	All Tenants	I,F,C,P,D	Attend and vote on issues raised at AGM
Cestria Reference Group	***	All Tenants and Leaseholders	I,F,C,P	Consultation on services, issues and events.
Cestria Board	****	Tenant Board Member	I,F,C,P,D	Approving Policies and Service Changes

Pyramid of Involvement

The “Pyramid of Involvement” shows the resident involvement structure for Cestria Community Housing and gives an indication of how information will flow within the involvement structure.

This four tier structure acknowledges that Tenant Board Members have a very high level of involvement in Cestria Community Housing where as those who have entered the Garden Competition have a low level of involvement . Tenant Shareholders can directly influence the Board and can bring them to account at the AGM.

Level of Involvement

