



SECTION 4.2 RESIDENT INVOLVEMENT POLICY

AIMS AND OBJECTIVES

- Improve our service
- Enhance our accountability to users
- Improve the local communities where our residents live.

Improve our Service

As recipients of the service Arcon provides, we feel that the residents are best placed to comment upon that service. Our aim is to seek the residents' views about our service, through surveys, development meetings, best value reviews, one to one discussions and where appropriate, through our Complaints Procedure. We want our residents to help shape the service that we provide and get them involved in the decision making process at a local level and to make our services more efficient and effective, reflecting our customers needs.

Enhance Accountability

Through resident involvement we believe that our residents can get involved in the consultation process and influence decisions made about policies, procedures and service provision. By using the Tenants Forum, the Tenant Scrutiny Committee, the Resident Associate Membership and Resident Representation on Management Committees, residents can influence decisions which will be more transparent and give residents a better understanding of how the Association works.

Improving the Local Communities

By encouraging residents to participate locally in meetings, and taking decisions on local services, the Association encourages and promotes the confidence and skills to become more involved within the wider community. Residents may then look to work with and influence external agencies and help improve the wider community beyond the development where they live.

Menu of Opportunity for Involvement

The Association will strive to offer a selection of different routes for residents to get involved. This will take into account the fact that residents will want a range of different ways to engage with the Association. Residents can choose the most appropriate method that suits their willingness and ability to commit their time and effort.

- **Surveys and Questionnaires**
These will range from surveys on the repairs service and major or cyclical works, the new tenant satisfaction surveys, specific surveys about services provided and the National Housing Federation survey (STATUS Survey) conducted every two years.
- **Individual Meetings**
One to one meetings between residents and staff may occur to look at specific issues or to resolve complaints.
- **Development Meetings**
Each development will be offered a meeting every six months, or more frequently if desired, to look at the service provided where they live. These meetings will be used to find out what residents want locally and to improve the service provided.
- **Tenant Associations**
On certain developments a formal Tenants Association may be in operation (see procedure H014 Tenants Associations). Meetings will be held with the members of the Tenants Association to discuss the local provision of services and seek their views on how this can be improved.
- **Tenants Forum**
These will be held once a year. It is open to any resident to attend. A database will be held of any residents who have expressed an interest in attending the Forum via the STATUS surveys and these residents will be specifically invited to the Forum. The Tenants Forum will provide residents with the opportunity to influence decisions taken about policies and procedures and improvements in service provision across the whole Association. Members of the Tenant Forum may join the Tenant Scrutiny Committee.
- **Tenant Scrutiny Committee**
This consists of a maximum of 12 tenants who have attended scheme meetings, taken part in mystery shopping or attended the Tenants Forum.

The committee will complete scrutiny exercises of Arcon's Services and make recommendations for improvement. They will also benchmark the associations performance against other similar housing organisations, and scrutinise key performance indicators. They will also review annually the Resident Involvement Policy

- **Tenant Associate Membership**

All tenants are automatically Tenant Associates (see Shareholding and Tenant Associate Membership Policy). They will be encouraged to engage with the Association via the menu of resident involvement opportunities. They may also apply for shareholding membership of the Association.

- **Resident Board Members**

The Association will encourage residents with the appropriate skills, knowledge and experience to become involved with the Association's Board or Committees. Members of the Tenant Forum or Tenant Scrutiny Committee are the most likely residents to be considered for membership and involvement at a Board or Committee level.

Appendix I shows a schematic of the menu of opportunities for resident involvement.

Review of Resident Involvement Policy

The resident involvement statement and policy will be reviewed on an annual basis by the Tenant Scrutiny Committee. They will ensure that it remains valid and strives to achieve continuous improvement in service provision and that the Association is accountable to its users.

They will also review costs associated with resident involvement and ensure that these costs show value for money.

Each year a report will be produced that outlines Resident Involvement and measures the outcomes. The Tenant Scrutiny Committee will ensure that the expected outcomes are achieved and will monitor progress.

Once the policy and statement have been reviewed and approved by the Tenant Scrutiny Committee they are presented to the Housing Management Committee and the Board.

APPENDIX I

