



## Resident Involvement Statement March 2005



**“Working Together Towards a Better Place to Live”**

### Our Track Record

Ashton Pioneer Homes has an excellent track record of involving residents in the process of making important decisions. Resident involvement is at the heart of everything we do as an organisation. This has helped Ashton Pioneer Homes create sustainable communities and will continue to help create an enjoyable place to live now and in the future.

Responding to residents views is something that runs through Ashton Pioneer Homes as part of our culture and the way we deliver our services. Local residents have played a major role in determining:

- How neighbourhood services are delivered over 24 hours.
- The implementation of 24 hour CCTV.
- The design of local environmental schemes.
- The provision of community facilities such as the Tenants' Base at Ryecroft House and the support given to the residents' IT suite.

- The influencing of key policies.
- The governance of Ashton Pioneer Homes via locally elected Tenant Directors.

Ashton Pioneer Homes recognises that resident involvement is an essential ingredient for a Quality Housing service that is committed to continuous improvement.

As a resident-focused organisation we want to take the initiative in involving residents even **more**, so that we can further develop and improve services, raise standards even **higher**, and take the whole organisation **further** forward.

### **Our aims and objectives**

Ashton Pioneer Homes will ensure that tenant and resident involvement will be conducted in accordance with Housing Corporation Regulatory Codes.

Our objectives are to:

- Conduct our business so that we are accessible and transparent to our residents and stakeholders.
- Seek out and be responsive to residents' views and priorities.
- Demonstrate our commitment to equality of opportunity; eliminate discrimination with an equitable and diverse approach to neighbourhood management.
- Continuously improve and create value for money for our services and those provided in the neighbourhood.

### **Accessible and Transparent**

Ashton Pioneer Homes will continue to provide residents with 24 hour access to front line staff. All residents will have access to a well publicised complaints and compensation policy which can ultimately lead to investigation by an independent housing Ombudsman if the need arises.

Information on services, activities and performance will be made available to residents and interested parties via quarterly editions of Pioneer News and the Ashton Pioneer Homes website. Opportunities for resident feedback will be made available in these forms of media via a residents' forum. The website will be informative, user friendly and interactive providing residents with opportunity to comment on policy or other decision making processes.

The development of a Tenants' Compact will help to formalise the responsibilities of Ashton Pioneer Homes in terms of resident involvement. The compact will, on agreement, be developed in partnership with residents, setting out how they can be involved, consulted and informed. It will also state how involvement will be resourced, measured and reviewed.

### **Responsive to resident views and priorities**

Ashton Pioneer Homes will actively seek out the views of residents and other interested parties to ensure their interests are reviewed in the organisations business strategy.

This will be obtained by:

- A full status survey of all residents every 3 years.
- An annual resident satisfaction survey.
- The creation of a formal and representative Tenants' Forum.
- Close liaison with tenant groups and block or street representatives.

Ashton Pioneer Homes will continue to develop both formal and informal opportunities for involvement in keeping with resident wishes. It will ensure that close links are established via Tenant Directors with representative groups and the board.

All resident feedback will be monitored and evaluated in a formal and structured way, involving both staff and the residents themselves. Issues will be prioritised and residents will have the opportunity to influence the decision making processes. Ashton Pioneer Homes will ensure that it will be responsive to the views of residents. The Tenants' Compact will help to formalise this process.

### **Promote equality of opportunity, diversity and eliminate discrimination**

Ashton Pioneer Homes will actively seek out and identify barriers to resident involvement. It will seek to eliminate barriers such as childcare, language, ability, confidence and discrimination.

Funding will be provided to allow for greater involvement and equality of opportunity. This will also include training, support and capacity building for persons wishing to develop their involvement.

Ashton Pioneer Homes embraces diversity and will positively promote it. The development of special interest groups will assist in consultation and feedback mechanisms. The organisation will also respond to, and deal effectively with, any form of discrimination.

## **Demonstrate continuous improvement and value for money**

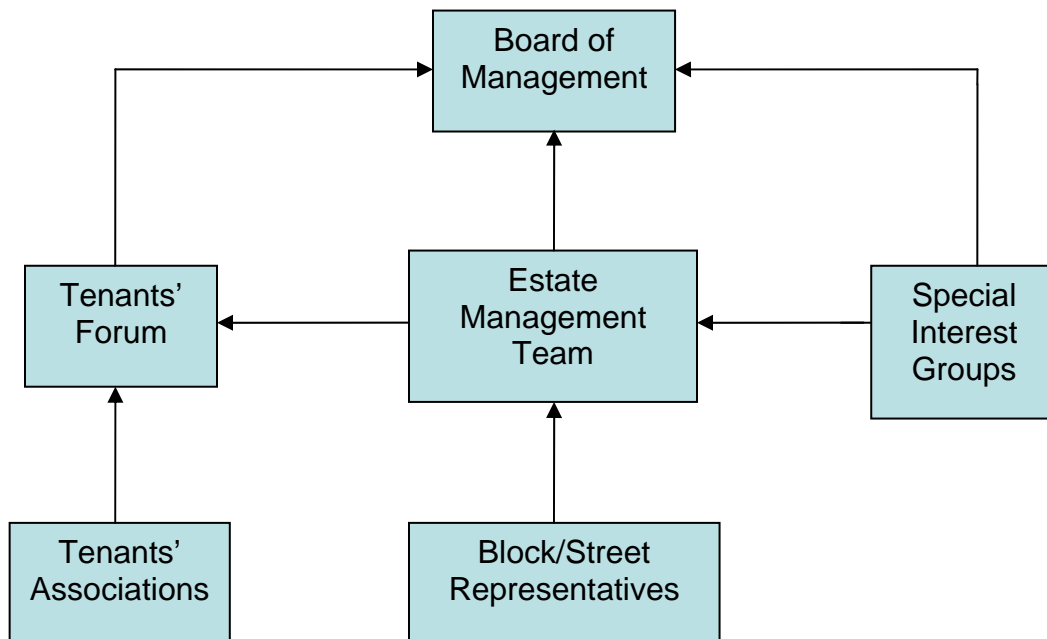
In order to maintain the high levels of service to residents, Ashton Pioneer Homes will further develop structures whereby residents will have the opportunity to monitor, evaluate and contribute on service delivery of performance. This will be done through a variety of innovative mechanisms for involvement.

### **Opportunities for involvement**

Opportunities for resident involvement will be reviewed on an annual basis. Following extensive consultation with resident groups and those who attended a special resident involvement day, the following structure has been agreed. The terms of reference and remit of each group will be agreed via the development of a Tenants' Compact and consultation with the representatives from each group.

Special Interest Groups will be developed to look at more specialist area of neighbourhood management and policy development such as supported housing, diversity issues and young people.

### **Framework for Involvement**



### **Resident Involvement Action Plan**

Ashton Pioneer Homes will work in partnership with the Tenants' Forum to develop a Resident Involvement Action Plan which will also lead to the development a formal Tenants' Compact agreement. The plan will also seek to

identify training, support and capacity building requirements, and address these issues. The Plan will support this statement and provide more operational detail. It will also be subject to constant change and updates. It will help to develop future resident involvement strategies in keeping with resident aspirations.

The Tenants' Forum will have ownership of the action plan and will agree, monitor, evaluate and review the plan on a regular basis. The Board of Management will be kept informed of all developments.

### **Review and Evaluation**

Ashton Pioneer Homes recognises that developing resident involvement is a continuous process. Services, structures, views and expectations will change and evolve. The Resident Involvement statement and action plan will be reviewed and presented to board in the form of an annual impact statement. This will be done in full consultation with residents and will form the basis for the plan in the following year.

**This Document has been developed jointly  
with the residents of  
Ashton Pioneer Homes**