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The Newlon Resident Involvement Statement below tells you how we will involve residents for 2016 and 2017. We have six aims for involving residents and we agreed these after hearing resident, staff and Committee views about involvement:

-  To **strengthen** existing good practice in how we involve residents
-  To **increase** the number and diversity of residents who become involved
-  To ensure the residents' voice is **heard** at Residents' Services Committee and Board level.
-  To identify the most **effective** ways that have the most impact for residents to become involved
-  To be able to **demonstrate** that Newlon has listened to residents views and acted upon them
-  To **embed** resident involvement throughout Newlon

Residents' Forum	Strengthen	Increase	Heard	Effective	Demonstrate	Embed
Timing meetings to feed into Residents Services Committee (RSC)						
Promoting vacancies to under-represented residents						
Updating the Forum's Consultation Agreement with Newlon						
Scrutiny Panel	Strengthen	Increase	Heard	Effective	Demonstrate	Embed
Creating improvement plans templates to monitor progress						
Reporting recommendations to the Forum and RSC						
Promoting the Panel's recommendations to wider audiences						
Formalising the scrutiny process and responsibilities						
Complaints panel	Strengthen	Increase	Heard	Effective	Demonstrate	Embed
Using learning from complaints for service reviews/improvements						
Reporting to the Forum about learning from complaints						

Leaseholders	Strengthen	Increase	Heard	Effective	Demonstrate	Embed
Raising leaseholder issues across resident involvement	▲	▲	▲		▲	
Readers' Panel	Strengthen	Increase	Heard	Effective	Demonstrate	Embed
Creating a Meetup social media group for the Panel	▲	▲		▲		
Commissioning training for Panel members	▲	▲		▲		
Mystery shopping	Strengthen	Increase	Heard	Effective	Demonstrate	Embed
Recruiting mystery shoppers from under-represented residents	▲	▲	▲		▲	
Reporting results to the Forum, Scrutiny Panel and RSC			▲		▲	▲
'They said, we did'	Strengthen	Increase	Heard	Effective	Demonstrate	Embed
Creating a "they said, we did" format for reporting to staff	▲		▲		▲	▲
Joint Estate Inspections	Strengthen	Increase	Heard	Effective	Demonstrate	Embed
Recruiting residents for joint estate inspections	▲	▲	▲			
Residents' associations and groups	Strengthen	Increase	Heard	Effective	Demonstrate	Embed
Developing and promoting "health checks" for residents groups	▲			▲		
Promoting our 2-ten and Newlon Gold service standards			▲	▲	▲	▲
Local involvement and events	Strengthen	Increase	Heard	Effective	Demonstrate	Embed
Creating model Terms of Reference for informal residents groups	▲	▲	▲	▲		
Funding four local Big Lunch events	▲	▲	▲	▲		
Training for residents	Strengthen	Increase	Heard	Effective	Demonstrate	Embed
Sponsoring three residents for the TPAS National Tenant Conference	▲	▲			▲	
Sending quarterly training opportunities to all involved residents	▲	▲	▲	▲		

Promoting involvement	Strengthen	Increase	Heard	Effective	Demonstrate	Embed
Visiting teams at Newlon to promote resident involvement			▲	▲	▲	▲
Circulating "Get Involved" leaflet to all residents in different ways	▲	▲	▲	▲	▲	
Monitoring involvement	Strengthen	Increase	Heard	Effective	Demonstrate	Embed
Creating a database to monitor the number of involved residents				▲	▲	
Resident satisfaction with involvement	Strengthen	Increase	Heard	Effective	Demonstrate	Embed
Increasing the levels of satisfaction with involvement	▲		▲		▲	
Kitemarks for involvement	Strengthen	Increase	Heard	Effective	Demonstrate	Embed
Awarding our kitemarks to new and existing publications	▲			▲	▲	▲