

Newlon Resident Involvement Action Plan 2017 to 2018 (last year of a three year strategy)

The aims of our resident involvement strategy are:

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

The Benefits of Resident Involvement are:

1. Improving and shaping the environment and communities where residents live
2. Improving residents' confidence
3. Learning new skills which can also be used in the job market
4. Understanding how Newlon is run
5. Improving services that residents receive from Newlon

A glossary of key words used in this document has been provided on the last page

strategic aim	strategic resident groups	by when	who
all	<p>We will improve our support for the Residents' Forum by:</p> <ul style="list-style-type: none"> Working with the Forum to develop structured induction for new members Holding the first annual strategy and planning meeting to forward plan the year's agenda and better align with that of the Board and RSC. Developing a balanced scorecard format for the key performance indicators reported to each meeting. 	<p>September May June</p>	<p>Karen - Resident Involvement Housing & Property Services</p>
all	<p>We will improve our support for the Scrutiny Panel by:</p> <ul style="list-style-type: none"> Working with the Panel to develop structured induction for new members Formalising and clarifying the scrutiny process for residents and staff by publishing and promoting a Newlon Scrutiny Manual after approval from the Residents' Services Committee. Including awareness of scrutiny for staff training and induction Monitoring staff understanding of their role in co-operating with the scrutiny process through 1-1's Regularly monitoring and provide progress updates on the Panel's recommendations Providing benchmarking data for each Scrutiny topic to enable comparisons with other registered providers. 	<p>October June September September June</p>	<p>Karen - Resident Involvement Housing, Property & Corporate Services, Business Improvement</p>
1, 3, 4 & 5	<p>We will improve the impact of the Complaints Panel by:</p> <ul style="list-style-type: none"> Conducting a review of the Complaints process on the third anniversary of the current complaints system. Consult Panel members. Identify further training needs of Panel members and arrange appropriate training. Check how learning from complaints contributes to continuous improvement. We will report on the review outcomes to the Residents' Forum and Residents' Services Committee 	<p>November</p>	<p>Karen - Resident Involvement</p>

strategic aim	widening engagement	by when	who
all	<p>We will widen engagement amongst our residents by:</p> <ul style="list-style-type: none"> Continuing to promote to and develop our Menu of Involvement for all residents Establishing a virtual panel of residents who will sign up and be able to choose what and when they are involved. This new Panel will be promoted throughout Newlon as a resource for other teams to engage and consult residents in their work. Facilitating the ability of involved residents to network with each other Including information about involvement with our sign up packs Ensuring there are no conflicts of interest by developing some guidance, to be included in existing codes of conduct, for involved residents who also work for us. Designing a recognised styling for all resident involvement documents Working with the Communication team on the 50th Anniversary and incorporate the STAR Awards. Running a diversity campaign for involvement strands that we have difficulty recruiting for. 	<p>ongoing February</p> <p>February September October</p> <p>January March</p> <p>October</p>	<p>Karen Karen – resident involvement Communications</p> <p>Karen & Judith – resident involvement Communications</p> <p>Karen & Judith</p> <p>Judith</p>
strategic aim	local residents' groups	by when	who
1,2,3, 4 & 5	<p>We will improve our offer to local residents groups by:</p> <ul style="list-style-type: none"> Developing a route within the existing Complaints process to deal with local groups' unresolved issues. Working with local residents' groups, to agree what they should expect from us and what we expect from them. Drafting a Residents Association and informal residents' group handbook which includes a code of conduct for future groups. 	<p>February</p> <p>July</p> <p>March</p>	<p>Karen & Judith - Resident Involvement Estates</p> <p>Judith</p> <p>Judith</p>

strategic aim	training and capacity building	by when	who
1, 3, 4,& 5	<p>We will build the capacity of our involved residents by:</p> <ul style="list-style-type: none"> • Conducting a training needs analysis of resident group members to inform the commissioning and delivery of bespoke training which will enhance their skills set and facilitate those groups in achieving their aims 	November	Karen - Resident Involvement
strategic aim	communications	by when	who
1,2 & 5	<p>We will communicate the success of resident groups to all our residents and staff by:</p> <ul style="list-style-type: none"> • Promoting their successes or achievements every quarter in the newsletter and through other communication channels. 	quarterly	Judith - Resident Involvement Communications
strategic aim	reporting about resident involvement	by when	who
3 & 5	<p>We will report on our involvement activities for 2016/17 by:</p> <ul style="list-style-type: none"> • Creating a report format, including an involvement statement, to showcase resident involvement and involved residents. 	August	Karen & Judith - Resident Involvement Communications

Glossary

Words or phrase used	what they mean
<i>Key Performance Indicators (KPI's)</i>	These measure how well we are doing or performing in meeting our targets for key areas of our business e.g. repairs. This helps us to manage performance so that it improves, helping us achieve our aim of providing better services for residents.
<i>Balanced score card</i>	The balanced scorecard is a report, showing key areas of our business, which are seen as interdependent. The report tracks the performance of these key areas by showing a small number of KPI's for each one.
<i>Benchmarking</i>	Comparing our performance with a similar organisation, such as another Housing Association.
<i>Menu of Involvement</i>	A list of all the different ways that residents can get involved with us – “the menu”.
<i>Virtual Panel</i>	An electronic list of residents who choose how they get involved with us and what they get involved in. Including ways to get involved digitally.
<i>Capacity</i>	The ability or power to do or understand something
<i>Training needs analysis</i>	A way of finding out what training residents need to support them getting involved with us.