

2011

Resident Involvement Statement



Three Valleys Housing's Resident Involvement and Community Development Statement 2011 - 12

Introduction

Resident empowerment and service improvements are interlinked and are demonstrated in our community development approach to resident involvement.

For Three Valleys resident involvement plays a crucial part in supporting sustainable communities. This benefits both TVH residents and the wider community.

This statement reflects Three Valleys' commitment to both resident involvement and community development. It has been developed in partnership with residents.

Our Statement for 2010 - 11

Our resident involvement statement sets out how we will continue to put residents at the heart of Three Valleys work. We will strengthen opportunities for you to influence our decision making by supporting the further development of resident led self regulation (RLSR) through the new Customer Council and Scrutiny process. We will also keep you informed about what we are planning and offer ways for you to get involved and influence decisions.

All Three Valleys tenants and leaseholders are eligible to take part in involvement activities, in a way and at a time that suits them and reflects their area of interest. That means your involvement can help us deliver better services.

Everyone who works at Three Valleys shares the responsibility of making sure that tenants and leaseholders are all encouraged to play a part in the work that we do.

As part of our commitment to valuing, informing and involving our residents we welcome any comments you have on this document. In order to meet the requirements of our residents, the standards set by our regulators and to work co-operatively with East Midlands Housing Group, we will:

Resident Involvement

- Retain the focus on quality & internal regulation by continuing to support and strengthen resident led self regulation (RLSR)
- Further embed our RLSR structure enabling customers to scrutinise & inspect our services effectively, via our Customer Council, Scrutiny Panel, local offers, mystery shoppers & tenant inspectors
- Further develop our own standards via the monitoring of our Local Offers
- Further develop the skills of our Scrutiny Panel, Customer Council and Quality resident inspectors by providing accredited training
- Increase our emphasis on tackling social exclusion & on empowering communities
- Make use of the findings from Mystery Shoppers and Quality Inspectors to check the quality of services

Community Development

- Adopt the "Big Society" ethos by supporting community champions to effect change for the benefit of their neighbourhoods
- Provide quality training to develop community groups and individuals
- Provide support for our recognised community associations to be independent and self sufficient
- Provide support, advice, public liability insurance and grant aid to groups of residents who wish to form new, recognised community associations for the benefit of their neighbourhoods or user groups
- Respond to the needs of residents who express the desire to "re-gain community spirit" in their neighbourhoods (from the Local Offers consultation 2010)
- Explore ways to support community enterprises

As always we will continue to:

- Actively seek to prevent discrimination & adopt a zero tolerance approach to any forms of discrimination or oppressive behaviour, whether it be on the grounds of race, gender, disability, religion, sexual orientation, or socio-economic status
- Make relevant information available in the way that you need (just ask)
- Send you Contact magazine regularly
- Use our website to tell you what is going on and what we are doing
- Invite you to the annual residents' conference organised by Three Valleys residents
- Make sure your housing officer, rent officer and involvement officer have any information you may need
- Make relevant information available in the way that you need it
- Provide a variety of ways that you can get involved with and be informed about our business
- Show how we listened when we change the way we do things
- Tell you clearly and quickly what we have done
- Make it easier for you to be involved by helping with things like childcare costs, travel expenses training and stationery

Key Objectives 2010-11

- Ensure continuing scrutiny as part of RLSR
- Contribute to joint working with other East Midlands Housing Group members
- Engage further with customers and communities to improve neighbourhoods
- Assess the impact of resident involvement and community development activities in the areas of accountability, empowerment, service improvement and value for money
- Represent TVH at appropriate events

How can I be involved?

In a lot of ways! You may not have the time, or the desire, to join the Three Valleys board or attend meetings, but you can still help by taking part in a survey, completing a brief questionnaire or email consultation. Because we believe that residents' views are important we offer a choice of ways to get involved – and each one can make a real difference.

You can:

- Join the Three Valleys board (there is a selection process)
- Join the Three Valleys Customer Council or Scrutiny Panel (there is a selection process)
- Become a resident inspector or mystery shopper
- Join a local residents' association - or start your own, we will provide all the support you need
- Take part in a focus group
- Come to the next residents' conference
- Fill in the feedback form after any Three Valleys event
- Complete the Resident Involvement questionnaire and design your own method of involvement and area of interest
- Join our email-consultation group
- Keep in touch through Contact magazine
- Take part in a survey
- Use our complaints and compliments procedure
- Simply talk to someone from Three Valleys

Interested?

Find out more about any of the above by contacting the Community Development and Resident Involvement Team at Three Valleys House by:

- **Telephone:** 0800 3898083
- **Email:** liz.dane@threevalleyshousing.com
martin.mccarthy@threevalleyshousing.com
- **Post:** Liz Dane, Three Valleys Housing, Three Valleys House, Bramley Road, Long Eaton, Derbyshire NG10 3SX

- or ask any member of staff from Three Valleys Housing.