



Resident Involvement Agreement 2013 to 2015 (Draft)

June 2013

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What is Resident Involvement?

Resident Involvement is all about including tenants and leaseholders (collectively known as 'residents') in the work that North West Leicestershire District Council (NWLDC) does. Residents are the ones who are directly affected by the housing services delivered by the council. This means that they are the experts on what is good about service delivery and what needs to be improved or changed. For this reason, NWLDC wants to involve residents in enhancing and developing existing and new housing services.

This Resident Involvement Agreement is an update to the existing agreement, known as the '[Tenant Participation Compact](#)'. This updated version sets out clear actions that aim to;

- **empower** residents to be involved in decisions affecting their homes and communities;
- improve the way we **communicate** resident involvement activities; and
- develop **relationships** and ensure openness between involved residents and NWLDC employees.

This agreement has been reached by a team of residents, the Housing Portfolio Holder, NWLDC employees, and partner organisations. A group of residents known as the Tenants and Leaseholders Consultation Forum (TLCF) will continually monitor the agreement to ensure that the actions set out below are met.



Where we are now

NWLDC is committed to Resident Involvement and demonstrates this commitment in a number of ways:

- We offer varied, interesting and fun involvement opportunities, ranging from supporting community groups to training residents to inspect the housing service. *If you're interested in what opportunities are on offer to residents, you can have a look by either clicking [here](#) to view our menu of involvement, or looking in Appendix 1 of this agreement.*
- We employ dedicated Resident Involvement Officers, who work across the district to encourage and support resident involvement.
- Housing Officers support resident involvement through attending community meetings, estate walkabouts and other events. Staff members across the Housing Service also attend regular resident focussed working group meetings, including Repairs and Maintenance, Performance and Finance, Older Person's Services and Housing Management.
- We provide a dedicated Resident Involvement budget. For the financial year 2013/2014 we have committed £21,000 to supporting Resident Involvement. This is used for:
 - Covering the cost of residents getting involved in meetings, events and training opportunities. We will pay any reasonable transport and childcare expenses, ensuring getting involved doesn't cost residents a penny.
 - Supporting our Tenants and Residents Associations (local community groups) to deliver community activities and events, and opportunities for community grants.
 - Many other resident involvement activities to empower residents to get involved in improving the Housing Service.

North West Leicestershire District Council will:

Objective		Who's responsible?	How will we do it?	Targets and target dates
Decision Making				
1	Provide opportunities for residents to influence NWLDC policy.	Housing Service / Tenants and Leaseholders Consultation Forum (TLCF)	<ul style="list-style-type: none"> We will ensure that all recommendations presented by the working groups are formally considered through the TLCF and that a formal feedback process is followed. 	Ongoing
2	Be clear about: <ul style="list-style-type: none"> What information is available to residents. What can be changed by residents. What resources, budgetary or other, can be influenced by residents. 	Resident Involvement Team	<ul style="list-style-type: none"> We will ensure that resident involvement groups and activities have clear terms of reference. We will support the TLCF to have more influence over the Resident Involvement budget. 	July to September 2013
3	Empower residents to set financial priorities e.g. training priorities.	Resident Involvement Teams / TLCF	<ul style="list-style-type: none"> The TLCF will be responsible for setting resident training priorities and will agree a process for residents applying to go on training. 	January to March 2014
4	Enable involved residents to offer constructive feedback and shape involvement activities. Forums and working groups should be welcoming and have well trained Chairs/ elected representatives who link in and update the TLCF on working group activities.	Resident Involvement Team / TLCF / Working groups	<ul style="list-style-type: none"> We will support the forums and working groups to have a resident who acts as an elected representative. Elected representatives will update the TLCF on a bi-monthly basis regarding what the group has been focussing on and highlight any issues related to housing services. Training will be provided to residents to ensure that elected representatives are able to fulfil the role. Each working group will agree a process for periodically electing new elected representatives. All working groups and Forums to develop, communicate and enforce clear codes of conduct. 	October to December 2013
5	Encourage involvement from a wide resident base - more use of surveys and stay at home activities (armchair involvement), and targeting local rural	Resident Involvement Team / Editorial Panel	<ul style="list-style-type: none"> We will look into the use of website, email and text messaging as a means of involving a wide base of residents. We will promote the fact that transport is available to those attending meetings. 	July to September 2013

	communities.		<ul style="list-style-type: none"> • We will hold meetings in accessible locations. 	
6	Promote opportunities to volunteer at NWLDC to support residents moving onto Universal Credit.	Housing Management Team	<ul style="list-style-type: none"> • We will promote opportunities for our tenants and leaseholders to volunteer at NWLDC to support our residents in receipt of Universal Credit. 	October to December 2013
7	Ensure that keeping an eye on the quality of housing services is embedded in resident involvement activities.	Scrutiny Panel / Working groups / TLCF	<ul style="list-style-type: none"> • We will provide a clear structure for residents to monitor the quality of housing services. • Working groups will be responsible for checking that the Housing Service is meeting agreed targets. Findings will be passed on to the TLCF. • The TLCF can then highlight issues to the Scrutiny Panel, a group of residents who inspect services and make improvement recommendations. • Those recommendations will then be passed to the TLCF, who will then pass on to the Councils formal approval process. 	January to March 2014
8	Consult with residents and working groups to establish their priorities are for the Housing Service and how these are reported and scrutinised.	Resident Involvement Team	<ul style="list-style-type: none"> • The TLCF will consider the opportunity to hold a conference to consult with residents about their priority issues. • Priority services will be monitored by the working groups (see above point for full process). 	October to December 2013

Training

9	Develop the capacity of active involved residents through varied locally delivered training opportunities.	Resident Involvement Team / TLCF	<ul style="list-style-type: none"> • Training for residents will be sought either in-house or from local training providers to ensure value for money and ease of access. • Priorities and the budget for training will be set by the TLCF. 	January to March 2014
10	Provide opportunities for residents to learn about and use new technologies.	Resident Involvement Team	<ul style="list-style-type: none"> • We will ensure that training on new technologies is promoted to residents with the aim of increase digital inclusion (the number of people who are able to access services through technology such as computers and smart phones). 	Ongoing

Communication

11	Publish feedback and performance information.	Resident Involvement Team / Performance Team	<ul style="list-style-type: none"> • We will tell people how the Housing Service is performing through our website. 	April to June 2014
12	Regularly review, develop and update online information to promote resident involvement.	Resident Involvement Team / Editorial Panel	<ul style="list-style-type: none"> • The Resident Involvement Team will complete a full review of the NWLDC website to ensure that the resident involvement section is user friendly, up to date and effectively promotes involvement. • The Editorial Panel will monitor the website. 	July to September 2013

13	Communicate, publicise and celebrate achievements through resident involvement e.g. through a 'you said, we did' approach.	Communication s Team / Working groups / Editorial Panel / Scrutiny Panel	<ul style="list-style-type: none"> • We will identify service improvements that have come about thanks to resident involvement and ensure that these are regularly promoted through both internal communications and the Editorial Panel in a 'you said, we did' format. • All working groups will submit articles to InTouch on their aims and achievements • 'Communications' will be a standard item on agendas of all working groups. • The Scrutiny Panel will promote their activities in line with their communications plan. 	Ongoing
14	Broaden the Editorial Panel remit to include other communication methods.	Resident Involvement Team / Editorial Panel	<ul style="list-style-type: none"> • We will support the Editorial Panel to take on a wider role, promoting resident involvement and issues of interest to residents through various methods e.g. website / social media / text messaging / press releases / electronic screens in reception. 	October to December 2013
15	Make more use of the 'InTouch' magazine – broader role / resident focussed articles.	Resident Involvement Team / Editorial Panel	<ul style="list-style-type: none"> • We will utilise space in Council publications. • We will run dedicated campaigns to encourage residents to submit articles to the Editorial Panel. 	2014/2015
16	Conduct targeted recruitment exercises for specific resident involvement activities.	Resident Involvement Team / Editorial Panel	<ul style="list-style-type: none"> • We will ensure that where specific involvement activities, events or training take place, they will be widely advertised through various communication methods. 	Ongoing

Relationships

17	Ensure that meetings are administered to high standards and support working groups to focus on issues of general concern to all residents.	Resident Involvement Team / working groups / TLCF	<ul style="list-style-type: none"> • We will encourage all resident meetings to have standard formats that are agreed by residents. • This includes fixed agendas, forward plans and early distribution of minutes, and the opportunity to raise personal issues before or after meetings. • We will encourage each working group to nominate a resident secretary to administer meetings. • Training will be provided to ensure they have the capacity to fulfil the role. 	October to December 2013
18	Provide residents with open and accurate feedback where suggestions have been made and not implemented.	Working groups / Resident Involvement Team / TLCF	<ul style="list-style-type: none"> • We will ensure that each involvement activity has a clear process for providing feedback to residents on suggestions and queries. This will be set out through clear terms of reference. 	October to December 2013
19	Promote communication between involved groups of residents e.g. between working groups and the Tenants and Leaseholders	Working groups / TLCF	<ul style="list-style-type: none"> • The TLCF will have an item on their agenda at each meeting for the resident Chairs/elected representatives of working groups to feed back on progress. 	July to September 2013

Monitoring and Review

This agreement will be monitored through the Tenants and Leaseholders Consultation Forum on a quarterly basis (every three months). The group will look at the actions to ensure that they are being completed in line with agreed targets and review whether any of the actions need to be adapted.

Co-Signatories to the Resident Involvement Agreement:



Bob Dawe

*Chair of the Tenants and
Leaseholders Consultation
Forum*



Chris Lambert
Head of Housing



Councillor Roger Bayliss
Portfolio Holder for Housing



Feedback

If you have any comments, thoughts or suggestions about either the agreement or resident involvement in general, we would love to hear from you. To find out more about improving housing services, please visit

www.nwleics.gov.uk/pages/resident_involvement or contact us by:

Writing to us at:

Resident Involvement Team
North West Leicestershire District Council
Housing Service
Whitwick Road
Coalville
Leicestershire
LE67 3FJ

Calling the Resident Involvement Team on:

01530 454605

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This document was written by the Housing Service at North West Leicestershire District Council. It is available in large print, Braille and other formats on request. This document is also available in other languages on request. Please telephone 01530 454605 or email housing@nwleicestershire.gov.uk.