

RESIDENT PARTICIPATION POLICY

Date Agreed by Neighbourhood and Care Committee	24 October 2007
Date of Review	October 2008
Owner of Policy	Director of Housing and Care

1 Policy Statement

1.1 What we aim to do:

- Encourage ideas and views from our customers and make sure they have real opportunities to get involved in the decision making processes at a level which suits them as individuals.
- To promote the rights of customers to express their views and to be involved in the decision making processes.
- To explore various methods to encourage all our customers to get involved regardless of race, colour, religion, gender, sexual orientation, age or disability.
- Encourage minority groups and hard to reach groups to get involved.
- To involve and make links with local organisations and individuals, in addition to our customers, where there are common concerns

1.2 Our overall aim is to create a culture of trust between active communities and Caldmore Housing Association and make it our business to focus on delivering positive outcomes for residents and communities. (Housing Corporation, Mirza 2007)

1.3 Through participation, to Increase capacity, confidence and skills among all (*customers*) that are involved (Housing Corporation, Mirza 2007)

2 Policy objectives and standards

2.1 How we will do this:

- We will support community groups by providing facilities such as meeting rooms and equipment, start up funds, a budget to cover direct costs including training, access to staff at all levels and representation on our Board of Management.

- We will show through our action plan that we are committed to putting customers at the heart of our involvement processes
- We will provide customers with information on different ways they can get involved
- We will use new and exciting ways to encourage our customers to get involved
- We will make sure that customers can contribute to Local Gossip so it is more representative of their community
- We will set up Tenant & Resident Scrutiny Panels so that customers can look at what we do, how we do it and whether it can be done differently
- We will support and encourage wider involvement by listening to our customers views. These may be given to us in a variety of ways which are best suited to the customers needs.
- We will encourage different groups to come together to help break down barriers, share ideas and increase awareness of each others needs
- We will support and encourage individual schemes and services within the organisation to develop customer involvement processes that:
 - Reflect the needs and circumstances of customers and their environment
 - Reflect our values

3 Actions for the future

To tell our customers about how this policy we will:

- Have an action plan that we will look at with customers to make sure it is up to date
- Give an explanation when we have been unable to meet customers' requests.
- To be clear about what we are doing to promote the needs and desires of our customers, taking into account confidentiality.
- Put on display in all schemes and customer service reception information about the results of any surveys – including any action that will be taken

4 Expected outcomes

We want to make sure that:

- Customer satisfaction levels increase
- All customers are able to be involved and make a difference to services we deliver

- We find funding and provide training to support customer involvement.
- We get feedback to customers on the outcomes of their involvement
- We listen to customers own ideas about how they can become involved
- When setting targets and making decisions, we will take customers views into consideration

5 Responsibilities

- The Neighbourhood and Care Committee is responsible for the effective monitoring of the policy
- All of the organisation is responsible for the effective implementation of the policy.

6 Directly related internal documents

- Data Protection Policy
- Equal Opportunities Policy
- Confidentiality Policy

7 Direct links to external documents and requirements

- Audit Commission Key Lines of Enquiry (KLOE) 2007
- 'Delivering Change' – Housing Corporation 2007
- Disability Equality Duty – 2007
- Gender Equality Duty - 2008
- Care Standards Act 2002
- Quality Assessment Framework (Supporting People)
- Annual Quality Assurance Assessment (CSCI)