

# Resident Involvement Strategy 2015-20



# Message from our Board

Our vision is to be London's leading housing organisation with residents who love where they live and staff who love what they do.

This strategy sets out our vision for resident involvement across Notting Hill Housing. Here we set out our commitment to ensuring that residents who want to get involved in helping us shape our services are able to do so.

## Feedback

We would really like to get your feedback. If you have any comments please contact us.

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Notting Hill Housing  
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London  
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[www.nhhg.org.uk/residents/get-involved/](http://www.nhhg.org.uk/residents/get-involved/)

[www.youtube.com/watch?v=\\_pqtYkuRlhg](http://www.youtube.com/watch?v=_pqtYkuRlhg)

# Introduction

Notting Hill Housing (NHH) is one of London's leading housing associations, delivering housing and support services to almost 32,000 homes, dispersed over 32 London boroughs.

Our first challenge is to provide services that are both accountable and responsive to the diverse needs of our residents. Our unique model, Altogether Better, underpins this commitment. Having a single point of contact enables us to focus on residents' individual needs and feedback about our services is encouraged at the most basic level through the individual everyday conversations between our residents and staff.

Our second challenge is to create an environment where residents have the opportunity, motivation and confidence to question how we do things and hold us to account. In the secure knowledge that we will listen to and act upon their feedback, residents are able to influence the design and delivery of our services.

The housing sector as a whole increasingly recognises the links between involvement, improvement, customer satisfaction and value for money. At a strategic level we provide opportunity for

residents and service users to comment on and scrutinise services and performance, primarily via various resident panel meetings which are represented in our governance structure.

However, we recognise that most people cannot commit to regular attendance at meetings. We are also aware that the ways in which residents want to engage and interact with us are changing. We are therefore committed to exploring existing and alternative methods of seeking resident feedback.

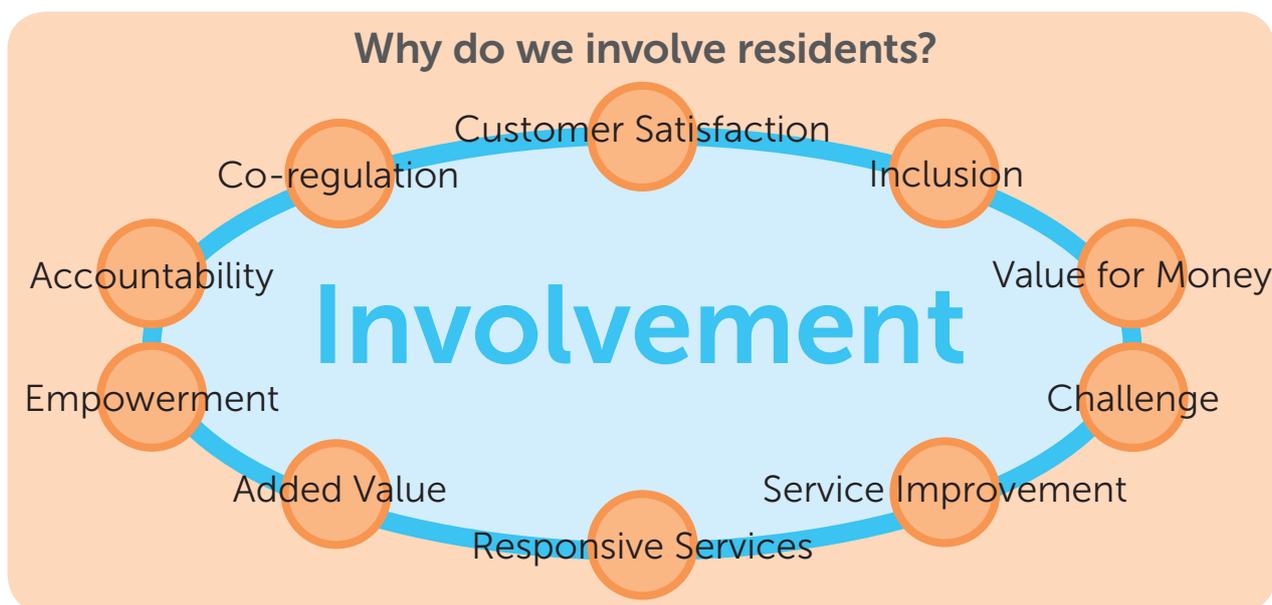
*Tenants should have opportunities to shape service delivery and hold the responsible board and councillors to account. Providers are expected to engage meaningfully with their tenants and offer them opportunities to shape the tailoring of services to reflect local priorities. Tenants should have the ability to scrutinise their provider's performance, identify areas for improvement and influence future service delivery.*

**HCA: Tenant Involvement and Empowerment Standard April 2015**

# Guiding Principles

All of our businesses focus on the individual needs of our customers and work hard to put residents at the heart of our services. One of our priorities is to achieve high levels of customer satisfaction, and involving customers in the design and delivery of services is a key part of achieving this. We want to ensure that resident involvement at NHH is as successful and meaningful as possible. We have therefore adopted the following five principles:

1. Residents are at the heart of everything that we do and **residents' views matter.**
2. **Listening to and acting on** feedback through resident involvement, complaints and day-to-day interactions is everyone's responsibility.
3. We ensure that there is a wide variety of opportunities for residents to influence services and give feedback in a **way that suits them.**
4. **We support** those wishing to get involved through training, capacity building, peer support and financial assistance.
5. We ensure that resident involvement is **meaningful and provides added value.**



# Principle 1: Residents are at the heart of everything that we do and residents' views matter

At NHH we are committed to giving residents the opportunity to give us regular feedback, and to challenge the quality and performance of our services. This commitment starts at the top of the organisation and is an expectation of the Board, Executive Directors and Business Leaders.

Residents sit on our Board and committees. Our Local Scrutiny Panels (LSPs) give residents the opportunity to discuss and challenge the services they receive at a local level. LSP Chairs sit on our Altogether Better Committee and therefore tie the LSPs into our overall governance and scrutiny structure.

NHH is proactive about seeking resident and service user views about our services on a regular and ongoing basis, and using this feedback to help drive up service quality and satisfaction. Our strategic target is that customer service and satisfaction levels will be among the best in London (NHH Corporate Strategy 2015–20).

## We will:

- Ensure that the culture of NHH fully supports and values resident feedback and involvement, and the additional insight that this can bring.
- Demonstrate through reports to Committee and the Board how resident feedback is being used to improve services and customer satisfaction.
- Work with our Corporate Communications team to ensure that resident involvement activity and other feedback is regularly publicised to staff, residents and “harder to reach” groups such as young people.

## **Principle 2: Listening to and acting on feedback through involvement, complaints and day-to-day interaction is everyone's responsibility**

Staff who deliver housing services speak to residents constantly. Through their daily interactions and in dealing with problems and complaints, they will be identifying areas where we could do better. The challenge for us is to harness all of this feedback so that it leads to real service improvement.

Engaging with residents is the responsibility of all staff. It is incumbent upon all Business Leaders and managers to put mechanisms in place to ensure that this feedback is captured, and this directly feeds into NHH-wide service improvement, business and team plans. We also want to be able to readily evidence how this feedback has been taken on board and what difference it has made.

We want our services to be efficient, effective and deliver value for money. Our involvement activities therefore need to mirror this approach.

### **We will:**

- Seek residents' views as part of any policy or service review that directly impacts them, being clear at the outset about what they can expect from their engagement.
- Use feedback given as a result of complaints, compliments and transactional surveys to identify areas for improvement.
- Proactively seek feedback from residents about our services on an ongoing basis, through a variety of involvement mechanisms including surveys, focus groups, resident service panels, resident representatives and monitors, Resident and Tenant Associations (RTAs) etc.
- Ensure that reports to Executive Board and the Altogether Better (ATB) committee include specific commentary about resident feedback or engagement activities and what the actions arising, outcomes or impact has been.

- Ensure that staff have access to a good induction, ongoing support, guidance and training so that they have the necessary skills and are clear about their responsibility to effectively engage with residents.
- Through our resident involvement activity, ensure that performance information is presented in a way that enables residents to challenge NHH.

## **Principle 3: We ensure that there is a wide variety of opportunities for residents to influence services and give feedback in a way that suits them**

There can be no “one size fits all” approach to involving residents at NHH. The size and scope of our demographic means that providing a varied “menu of options” is the most effective way of making involvement as easy as possible. We therefore aim to ensure that we have a range of involvement opportunities available which take account of the different ways that customers may wish to engage. We will also ensure that information about involvement opportunities is publicised and can be accessed easily.

All of our involvement mechanisms will be reviewed regularly to ensure that they remain fit for purpose and are making a difference. If necessary, these will be refreshed, replaced or disbanded to ensure that available time, effort and resource is put into the most effective and productive engagement channels.

### **We will:**

Have a variety of ways for residents to get involved including:

- Local Scrutiny Panels.

- Ad-hoc engagement via regular and one-off customer satisfaction surveys.
- One-off focus groups, customer journey mapping exercises etc to explore issues in more detail.
- Service-specific resident panels.
- Online feedback mechanisms to allow residents to give real-time feedback about services.
- Networking events/conferences.
- Resident monitors (repairs, estates etc).
- Ad-hoc and regular involvement in procurement activity, contractor monitoring and developing NHH’s Value for Money strategy.
- Resident and Tenant Associations where residents are keen to set these up.
- Explore alternative methods of seeking feedback in line with our emerging customer strategy (Online focus groups, virtual panels and social media etc).

## **Principle 4: We support those wishing to get involved through training, capacity building, peer support and financial assistance**

The Involvement team will ensure that resident involvement activities are promoted to residents. The team will provide advice, training and support to residents to enable them to get the best out of their involvement with us, and ensure they are fully equipped to provide a high level of scrutiny and challenge.

The team will work with frontline staff to actively recruit residents to the Local Scrutiny Panels, other resident service panels and as estate monitors etc. The team will also work with staff to support any Resident and Tenant Associations (RTAs) in their area.

### **We will:**

- Promote resident involvement opportunities via resident newsletters, the website and other means.
- Produce a quarterly bulletin for all involved residents and those who have expressed interest in becoming involved to inform them about upcoming events.
- Promote resident involvement activities and outcomes to staff.
- Develop an annual resident training programme, taking account of training needs identified by involved residents.
- Signpost residents to external training opportunities and conferences etc.
- Publish a resident expenses policy, including the financial support given to RTAs, and review this annually.
- Support and encourage new and existing RTAs.
- Monitor the profile of our resident involvement activity understand which sections of the community are underrepresented.
- Develop specific action plans to address under representation, eg young people.

## **Principle 5: We ensure that resident involvement is meaningful and provides added value**

There has been much debate recently across the housing sector about the benefits of resident involvement and whether its' added value can be evidenced.

We recognise that it is important that we are able to demonstrate the added value that having an active and knowledgeable group of residents brings to the organisation. We also know that we need to get better at ensuring that all of the free consultancy and advice that these residents give us about ways to improve our services is being used effectively to achieve higher rates of customer satisfaction.

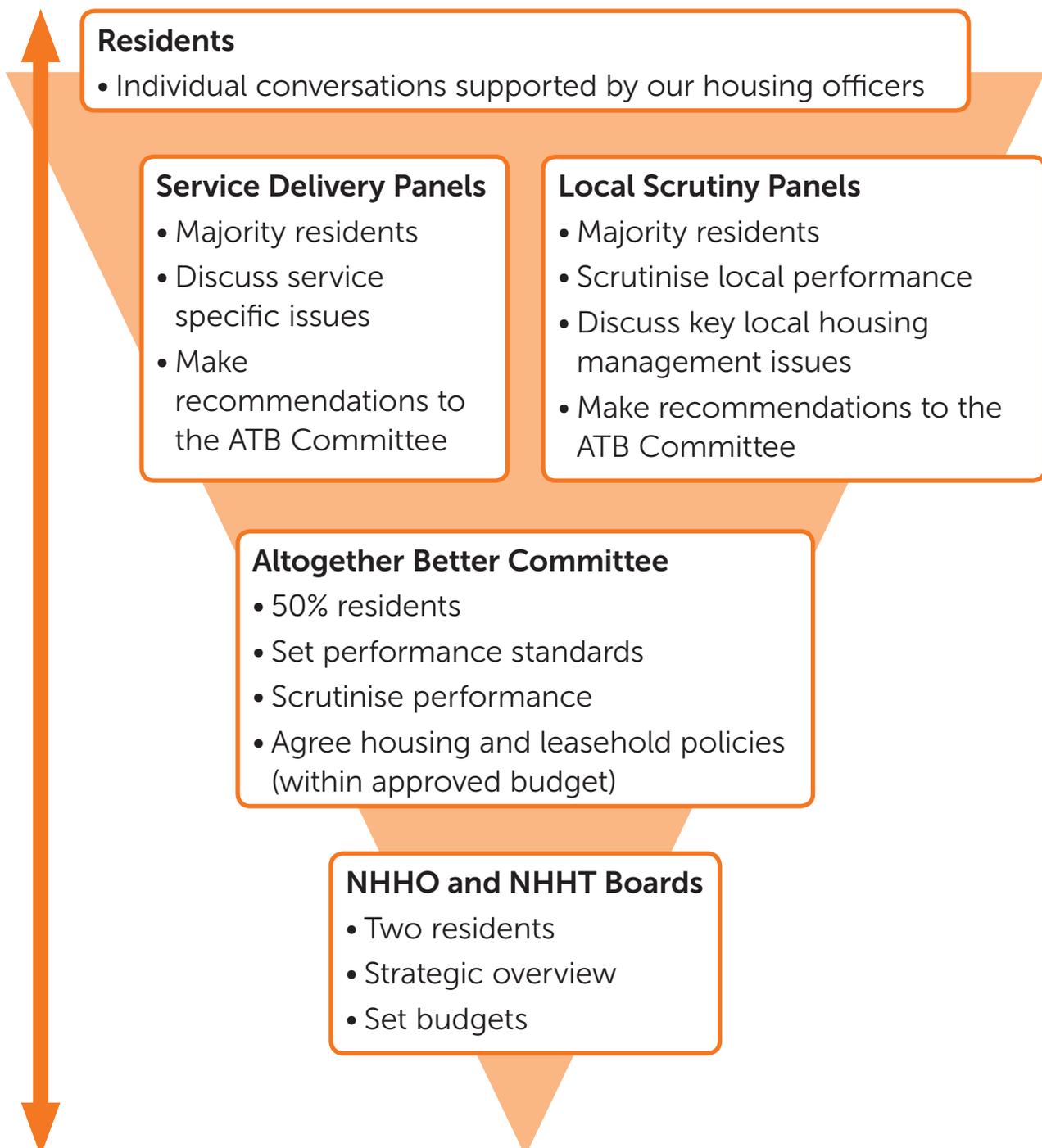
### **We will:**

- Check our involvement structure and opportunities at least annually to ensure that they are delivering what we expect them to.
  - Ensure that outcomes are being successfully communicated to residents, staff and partners on an ongoing basis.
  - Produce an annual standards report showing how the organisation has performed, and the impact that resident involvement activity has had.
- Seek feedback from involved residents on an ongoing basis and at least annually to see what barriers there are to effective involvement and what might done to further improve this.

# The Involvement Nexus

This is our involvement structure. It shows where accountability for the various groups sit. Our LSPs directly feed into our ATB governance committee, which is in turn represented on the Group Board.

## A visual summary of resident involvement at NHH



# Why did I get involved?

*"I have been involved in the LSPs from the beginning and it has proved both very rewarding and enjoyable"*

*"Working with the Resident Involvement Team and the other staff has given me skills which have helped in both my personal life and other community work"*

*"As a panel we are solutions focused, trying out new and improved ways of delivering services locally and looking at ways that we can resolve problems."*

*"I am involved as a resident monitor for cleaning services because I am proud to own my own home and want to do everything I can to ensure we have a high standard cleaning service".*

*"The Localism Act convinced me if I wanted to protect the future of social housing I would need to stand up and be counted. So here I am, standing up to be counted".*

*"To make a difference, especially in the input for design for new homes".*

*"I like to be involved because it is interesting and hopefully I can make a difference to the wellbeing of the Notting Hill Housing residents".*

*"To meet people to find out what NHH has been up to".*

*"Ensuring a decent level of housing for everyone".*

*"I became involved to help make a difference and help improve the lives of Notting Hill Housing residents."*

*"I am involved because I like to get involved wherever I find myself, particularly where I live!"*

If you need any of this information in large print, Braille, an audio format or in your own language, please contact your housing officer.

إذا كنت تريد أيّاً من هذه المعلومات مكتوبة بحروف أكبر، بلغة بريـل للمكفوفين، مسجلة صوتياً أو بلغتك فالرجاء أن تتصل مع الموظف المسؤول عن منزلك.

আপনার যদি এই তথ্যের মধ্যকার কোন কিছু বড় হরফের ছাপায়, ব্রেইল-এ, কোন কানে শোনার ব্যবস্থায় অথবা আপনার নিজের ভাষায় দরকার হয়, তাহলে দয়া করে আপনার হাউজিং অফিসারের সাথে যোগাযোগ করবেন।

اگر مایل به داشتن هر بخش از این اطلاعات با چاپ بزرگ، خط بریل، نسخه صوتی و یا به زبان خود هستید، لطفاً با مأمور امور مسکن خود تماس بگیرید.

Se gostaria de receber esta informação em letras grandes, Braille, formato audio ou traduzida para a sua língua, contacte por favor o seu Housing Officer

Haddii aad u baahan tahay in warbixintan qayb ka mid ah aad ku hesho far waaweyn, farta Braille ee dadka indhaha la', nuskhadda dhegeysiga ama luqaddaada gaarka ah, fadlan la xiriir Sarkaalkaaga Guryeynta (Housing Officer)

Bu bilgilerin herhangi birini büyük baskı, görme özürlülere mahsus kabartma Braille alfabeti, ses kaydı veya kendi lisanınıza çevrilmiş olarak istiyorsanız, lütfen Konut memurunuz ile temasa geçiniz

