

RESIDENT CONSULTATION & INVOLVEMENT POLICY

1.0 Introduction

- 1.1 Arhag considers it essential that residents are involved to ensure the delivery of effective and responsive services that meets their needs and aspirations.
- 1.2 Resident involvement is the process which enables residents to work in partnership with and influence the decisions of the registered social landlord which provides the resident with housing services. This enhances accountability and builds better relationships.
- 1.3 Arhag Housing Association is committed to involving residents to influence decision-making processes. This will help us to improve the quality of the services we deliver. In order to continuously improve its services to our residents, Arhag believes that it must ensure that service provision is focussed on positive outcomes for their benefit.

2.0 Legal Framework

- 2.1 The Tenant Services Authority (TSA) regulatory framework which came into force on 1st April 2010 provides the context for this policy. The framework is centred on six national standards, which housing associations are required to comply.
- 2.2 The tenant involvement and empowerment standard provides the context in respect of involvement and empowerment.
- 2.3 Under the new regulatory framework housing associations are required to support co-regulation with tenants by facilitating a diverse range of opportunities for residents to be involved in the management of their housing.

3.0 Policy Statement

- 3.1 This policy covers all residents of Arhag living in an Arhag owned home. This includes residents, leaseholders, and shared owners,

freeholders who pay service charges, people in temporary housing and people in supported housing.

- 3.2 The purpose of this policy is to set out how the association involves and consults with residents to achieve service improvements. This policy provides staff with a framework for delivering resident consultation and involvement and will be supported by the Arhag Community Engagement Officer.
- 3.3 The policy also seeks to ensure that residents are involved at the earliest possible stage. Our approach is to be open and responsive.
- 3.4 There are several key aims and objectives of the policy
- Empower residents to participate in the way their homes are managed, (capacity building).
 - To provide the necessary support to encourage and offer all residents the opportunity to participate at as full a level as they wish, (funding).
 - To provide a structure which allows every resident the chance to become involved in setting policies and practices which affect the management of their home and surrounding environment.
 - To provide formal representation opportunity for residents all relevant forums, (the scrutiny panel & the Arhag board)
 - To ensure that resident representatives are accountable and chosen through a 'democratic' process and to represent the views of fellow residents accurately.
 - Ensure a strong base of local individuals and groups who will be alert to local issues.

4.0 Implementation

- 4.1 This policy will be implemented through:

The Tenant Compact

- 4.2 The Compact was agreed between Arhag and its residents following a Best Value review of resident involvement in 2007. As a partnership document the Compact provides a guide to how residents can influence Arhag as their landlord.

Resident Involvement & Consultation Strategy

- 4.3 The resident involvement strategy will seek to develop the overall aims and objective of this policy. The strategy aims to build upon the Tenant Compact by presenting a plan for the future development resident involvement, seeking to improve the way in which Arhag works in partnership with residents and the local communities in which they live.

Resident Involvement Statement

- 4.4 The statement provides a formal public commitment by Arhag on the scope of resident involvement activity carried out how by Arhag, how it is monitored and how Arhag ensures that it meets statutory and regulatory requirements. This statement is updated on an annual (or periodic basis).

Resident Involvement Procedure

- 4.5 The resident involvement procedure aimed at staff sets out practical guidance on the various forms of engagement and consultation activity that Arhag housing carries out, (E.g. Resident Involvement database and the resident newsletter).

Resident Involvement Guide

- 4.6 This guide aimed at residents outlines the opportunities for involvement open to residents and their varying demands. It also outlines the practical support that Arhag provides (e.g. training and budgets) to facilitate resident involvement.

5.0 Monitoring, Consultation and Review

5.1 Monitoring of this policy, its implementation and effectiveness will be achieved through the production of the annual resident involvement impact assessment.

5.2 The resident scrutiny group will play a role in the delivering the annual impact assessment of resident involvement.

6.0 Equality & Diversity

6.1 Arhag is committed to working with and involving all sections of our diverse communities, particularly those at risk of exclusion.

6.2 We will develop proactive methods of consulting with and involving hard to reach residents.

6.3 We recognise the changing and diverse nature of our communities and will take this into account when developing consultation and involvement.

7.0 Responsibility

7.1 It is the responsibility of the Chief Executive to ensure that this policy is implemented.

8.0 Consultation

8.1 This policy shall be subject to review on a periodic basis consistent with the review of the resident involvement strategy. This policy will be reviewed in consultation with residents.

9.0 Review and Board Approval

9.1 This policy will be reviewed as required to take account of any changes to legislation that may occur.

Person Responsible for the review of this policy:

Date of this review:

April 2011

Date of Board approval:

TBA

Date the next review is due:

July 2017