

Our priorities for resident involvement 2010/11:

Putting Tenant Scrutiny at the heart of resident involvement

Under the direction of our new Regulatory Framework, Acis is, quite rightly, required to be even more accountable to tenants (the new process known as 'co-regulation'). There is now a real opportunity for tenants to have a role in developing services and in scrutinising our performance in delivering them. Therefore our resident involvement activities need to change to meet these requirements. We will be developing a new scrutiny arm to our resident involvement framework during this coming year.

Developing a set of local standards

Or 'local offers' as they are to be called, directly with residents.

Diversity

Address the under-representation of some groups – particularly youth and young families.

Tenant inspection

Re-vamp of the tenant inspection process for empty properties and repairs to sample, monitor quality and evaluate performance.

Focus

It is vital that we and our customers, constantly and consistently review the effectiveness of resident involvement – focussing on what works well.

How can YOU make a difference?

Some of our current involvement opportunities are below:

Formal

- Tenant and Resident Associations (TARAs)
- Local Management Boards
- Resident Advisory Panel
- Acis Board

Informal

- Armchair consultee
- Communications sub-group
- Residents' meetings
- Focus groups
- Mystery Shopping
- Tenant Inspectors Scheme
- Estate inspections



And coming soon...

...Scrutiny – the setting up of a panel during 2010.

For more information, please call our **Resident Involvement Officer** for a chat on **FREephone 0800 027 2057**

* Tenants Participatory Advisory Service



Resident Involvement Statement 2010/11



"Better homes and better services for better lives"

Resident Involvement Statement 2010/11

This statement makes clear our commitment to resident involvement. It sets out how we will continue to ensure that our customers are given both the opportunity to become involved and the ability to shape the services that we provide.

It also sets out what our priorities are for resident involvement in the coming year, particularly looking at our new regulator's emphasis on tenant-led regulation and scrutiny.

Our commitment to resident involvement

We are committed to involving customers. Our TPAS accreditation - a mark of quality - demonstrates our promise. We want customers to have a real say in the services that affect them, their homes and their communities, both now and in the future.*

We also want to make it easy for all our customers to become involved in what we do, in ways which suit them. Listed at the end of this document are a number of ways in which customers can get involved.

Acis will:

- Be clear on how customers can get involved
- Offer flexible ways for customers to be involved, informed and make a difference to our services
- Give the necessary support to enable customers to maintain involvement such as staff input, paying expenses and free training
- Provide regular information on what has improved as a result of resident involvement

What has resident involvement achieved?

Just some of the achievements in 2009/10 were:

- Customers continued to complete 'Getting To Know You' questionnaires which helps us to find out exactly who our customers are and how we can best deliver services – we have now collected information on over 70% of our customers.



- Our resident groups - formal, informal, established and evolving - continue to receive training, ongoing support and development from our staff and other specialists. Three new groups have been developed and supported during the past year. In Market Rasen this has provided our first regularly meeting group in that location. The Park Springs group provides a new level of access for local residents.
- Mystery Shopping has been re-launched and has helped us to confirm that our new telephony systems have improved the service to customers.
- The Sheffield LMB has worked very well in its role as a local advocate in Lower Manor and Woodthorpe. New members have been recruited and meetings have been re-organised so that modernisation issues have their own separate platform. This has helped provide a better focus for all.
- We have worked in partnerships with residents and local agencies to put in place community based events.

For example:

The Woodthorpe Festival in Sheffield
The Streetforce clean-up events in Park Springs
Caistor – a series of clean-ups, litter picks and pond clean-outs, all of which included Acis staff, local residents and children

- Trinity Court and John Jenkinson Close in Gainsborough – made successful applications, with resident support, to the Community Safety Partnership Fund to help carry out a package of security improvements.
- Resident involvement has improved the our modernisation programmes. Residents have been involved in selecting contractors and have also been instrumental in us providing respite facilities, and a wider choice of kitchens and components for example. This is reflected in 98% average satisfaction survey results on home improvements.
- Focus groups continue to operate on a single-issue basis. One key outcome that has evolved from this has been the impetus to re-vamp our resident involvement framework and another group was a key part of our successful anti-social behaviour accreditation.
- Improved use of Park Springs Community Centre, which has resulted in a whole range of courses and community-based events there.
- Estate inspections operate to a schedule and are advertised in advance so that local residents can attend. Over 100 inspections took place throughout the year.

