

# Strategy



# Involving People Strategy 2008-2011

## Policy control

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Pages	Whole Document	Appendices	

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## 1. Introduction

- 1.1 This is Muir Group's first resident involvement strategy and it supports the Association's vision:

*"We will be a top performing and financially strong organisation held in high regard by our customers, staff and strategic partners. We will maintain service excellence to our top quality homes located in communities where people want to live and choose to stay"*

The vision is supported by the mission which is:

*"Muir Group's mission is the excellent provision and management of high quality affordable housing for those in need"*

- 1.2 The medium term corporate strategy includes eleven key priorities:

- ➡ To ensure that we deliver service excellence to all customers by understanding who our customers are, what their individual needs are and by delivering services tailored to those specific needs
- ➡ To deliver excellence by effectively managing, maintaining and improving the sustainability of our properties and communities
- ➡ To invest in our staff, ensure fair and effective employment procedures, provide for employee satisfaction and high performance; and ensure our skills profile matches the demands made on our business
- ➡ To achieve Decent Homes Standards by 2010 and work towards achieving our own higher standards
- ➡ To ensure costs are controlled; expenditure is incurred efficiently; value for money is achieved; risks are appropriately managed; the organisation is operating effectively and monitoring its performance against objectives

- ➡ To ensure that our residents and customers have a real impact on decisions regarding the delivery of housing and housing services via the menu of involvement and options available
- ➡ To maintain and develop good working relationships with local authorities, the Housing Corporation, developers, funders and other partners
- ➡ To expand in accordance with our growth strategy
- ➡ To maintain and raise the Association's profile by effective marketing
- ➡ To ensure that the organisation has developed effective operational environmental standards
- ➡ To ensure diversity in the provision of housing stock, housing management and maintenance services; and to ensure the Association employs and meets the needs of a diverse workforce, and is led by a Board and Committees that reflect the communities in which we operate

1.3 All the priorities are underpinned by strategies that set out how we will deliver in key areas. This strategy is one of them: it states out how we will achieve our commitment to involving people.

1.4 The term 'people' is generic. It embraces tenants, leaseholders, applicants, service users, clients and complainants.

1.5 For the purpose of this strategy, residents are 'people' who live in Muir Group properties and Muir Group communities.

## **2. Why have an Involving People strategy?**

2.1 The purpose of this strategy is to demonstrate Muir Group's commitment to involving people and community engagement, and to set out how we will continue to improve service delivery, increase resident satisfaction and give greater accountability.

- 2.2 Involvement fosters a sense of empowerment; bringing people together so they can influence the services they receive. Muir Group wants people to feel valued and listened to and wants people to take an interest in how the Association is made more accountable.
- 2.3 We recognise that people as end users are best placed to tell us if services are meeting with satisfactory standards, are value for money and whether Muir Group are delivering those services well.
- 2.4 This strategy will direct how the needs and priorities of people will be met through involvement, engagement, consultation and communication. As a result, we believe this will have a direct impact on how our services continue to improve, and how we utilise our resources to the best effect.
- 2.5 People require different levels of support and types of communication. Some issues surrounding our business functions can be complicated or difficult to understand, whilst others are relatively simple and straightforward. It is important that we continuously seek to involve people at all levels in order to improve our outcomes and achieve customer satisfaction. Therefore, we want to offer appropriate opportunities and methods that will appeal to all people in a way, or at a level they feel comfortable with.
- 2.6 We recognise that language, disability or social barriers may prevent or deter people from participating. Muir Group is committed to continuous research into good practice so that we can improve and develop the way we involve people; identify 'what works'; and promote ways in which we can overcome those barriers to involvement.
- 2.7 Some people have special needs, for example, people with disabilities: we recognise that the disabled person has the greatest experience of their own needs and will usually be the best person to give advice about the management of that disability. Whatever the service, it is the needs of users that should determine the provision.

### **3. Why do we need resident involvement and community engagement?**

#### **3.1 It makes communities sustainable**

Involving people brings new skills and opens up channels to understanding local issues and needs, as well as understanding what communities really want.

Together Muir Group can work with people to improve our communities and the environment that people live in. This will result in:

- A valued sense of community
- Community ownership, people making positive changes within the wider community

#### **3.2 It makes business sense**

We want to deliver services that people value. By involving people in forming strategies and policies we will make sure that they meet the customer's needs.

We recognise that the key to good business is to make ourselves aware of people's views so that we will be in a better position to tailor our services to meet those requirements, and this, in turn, will lead to increased satisfaction and performance.

#### **3.3 It complies with regulation and external influence**

Central government priorities emphasise the need to create sustainable communities. 2007 saw the development of four documents, two from central government, and one each from the Audit Commission and the Housing Corporation.

1. "Every tenant matters" (A review of social housing regulation), by Professor Martin Cave which made certain recommendations:
  - A new regulatory body called the Homes and Communities agency
  - Strengthening resident empowerment and choice
  - Residents having more influence on services provided by housing providers at organisational and estate management level.

2. "Ends and means – The future of social housing in Britain", by Professor John Hills (CASE)
3. "The future regulation of housing", by the Audit Commission
4. "People first - delivering change through involvement ", a revised policy for involvement by the Housing Corporation.

All of these documents have been used in the development of this strategy to ensure that best practice is in place and that the strategy is future proofed. The Housing Corporation document in particular requires housing associations to provide:

- Equal opportunities for involvement and take active steps to engage with under represented and vulnerable groups
- A profile of their customers in order to develop 'market intelligence' based on needs and aspirations
- Information that is readily available and give feedback
- A range of involvement methods that allows residents to be involved on their terms
- Properly resourced capacity building and training
- At least one resident board member
- An annual resident involvement statement
- An annual resident involvement impact assessment
- A mechanism to involve residents in the monitoring and review of resident involvement activity

Muir Group has written this Strategy from the best practice gathered from a variety of sources, including; Knowsley Housing Trust, Arcadia Housing, Three Valleys Housing, Stockport Homes, and Accord.

#### **4. Equal Opportunity**

This is a state we aim for where an individual's or group's diverse background does not prevent that person from receiving services or being treated equally and to the same high standards as others. Equal opportunity is not something that develops naturally, but is more based on policies and strategies that aim to create a fairer society

where all people can participate. Equality of opportunity is something that Muir Group continuously strives for, and it is supported by extensive legislative and regulatory requirements.

## **5. Where do we want to be – what outcomes do we expect?**

We will achieve excellent resident involvement through our principles:

### **For Residents**

- We will aim to reach and include everyone
- We will involve people in decisions that matter to them
- We will seek views early – well before important decisions are made and at all key stages
- We will listen actively and act on what we hear
- We empower people to set standards, monitor and challenge performance
- We will give real choice, wherever practically possible
- We will learn about the communication preferences of our diverse people so we can inform and involve them in effective ways
- We will offer a range of ways to get involved, so people can readily influence the things that matter to them in a way that suits them
- We will actively promote opportunities for involvement and make sure people understand how to access them
- We will give prompt feedback on responses, next steps, and outcomes
- We will let people know about their rights and responsibilities
- We will be upfront about decisions in which people cannot be involved

### **For staff**

- Placing resident involvement at the centre of our operations will give staff positive direction and clear outcomes
- We will invest in staff to ensure they receive continuous training to develop their knowledge, skills and confidence,

- Training will create more effective, efficient and productive staff and thus increase job satisfaction and staff retention

### **For Muir Group**

- Ensure that involving people is an essential part of Muir Group's culture
- People will have a better perception of Muir Group's policies and how we operate
- People will develop a better understanding that positive changes need to be implemented gradually and will not always happen over night
- Improve services as a result of listening to and involving people
- Feedback from people informs spending decisions, priorities and service development in all areas of our work
- Residents will sit on Muir Group Boards and committees
- We will be open and honest; listen with respect; will be ready to try new approaches; enjoy and share good practices; acknowledge and will learn from our mistakes
- We will measure and monitor the success of our approach

We want people to be happy and satisfied with the way we involve people at Muir Group.

## **6. Where are we now?**

### **6.1 Strengthening neighbourhoods**

- We have 13 community groups which represent our areas
- We have three scheme based supported housing groups
- We have four constituted Tenant and Residents Associations
- We have six sheltered social groups

## 6.2 Improving services and homes

- We have an annual resident involvement statement
- We carry out a resident involvement impact assessment at the end of each financial year
- We have a Think Tank group which has in excess of 170 people who take part in surveys and comment on policies and documents by mail
- We have a quarterly residents newsletter called the 'Voice'
- We have an editorial panel who approve the content of 'Voice' newsletter and award the 'resident approved' stamp to certify a document is user friendly
- We have a range of fact sheets for all our services
- Training is available for people who want to get involved
- We operate mystery shoppers
- Residents were part of the panel that selected our new maintenance partners
- We have two community engagement officers, one in the North and one in the South
- We have an annual Resident Involvement budget

## 6.3 Governance

- We have three resident board members
- We have three regional committees
- We have a charitable subsidiary called Friends of Muir Group which holds an annual budget. The Friends of Muir Group board allocate grants for community projects and initiatives, and for individual hardship
- We pay out of pocket expenses to involved residents

## 6.4 What have customers told us so far?

We know from the STATUS resident satisfaction survey completed by our residents in 2007, that 85.9% of people are satisfied with Muir Group and the services we provide.

They also told us how satisfied they are with resident involvement.

Status Survey	Survey 2004	Status 2007	BME 2004	BME 2007
	Positive responses			
Satisfaction with opportunities to participate	64%	69%	75%	69%
Keeping residents informed	84%	90%	82%	84%
Taking account of resident views	73%	73%	62.5%	70%

We asked the Think Tank about their views on resident involvement, they told us the following:

Question	Positive responses
Do you think Muir should offer incentives for being involved?	86%
Should we develop a Junior Think Tank?	83%
Should Muir organise annual conferences, get-together, or away-days for residents	81%

In order to drive the strategy process, we set up a specific 'Task and Finish' group. The group was representative of Muir Group's communities and included people from diverse backgrounds and with diverse needs. Representatives contributed from the North and South. Muir Group colleagues were also asked to be a part of this group. We asked them the following questions:

1. How is Muir Group doing?
  - a. Personal experiences of customer involvement
  - b. Explore individual perceptions of customer involvement
  - c. Exploring other peoples perceptions of customer involvement
  
2. How do we identify ways of getting involved with Muir Group?

3. How does equality and diversity fit with customer involvement?
4. Where is Muir Group now, and how can we improve customer involvement

### **What did we find out?**

The group came to the following conclusions and statements:

- The group preferred the term 'people' to be used and not customers, tenants or residents. However they recognised that 'residents' accurately describes tenants and leaseholders.
- That community engagement and resident involvement is made up of people's 'time, knowledge, commitment and information'
- They recognised that community engagement and resident involvement overlap and are both necessary
- That involving people bridges the gap between Muir Group staff and residents, and that they should work together in partnership
- The group felt that Muir Group employed good quality staff
- They identified that the landlord is a focal point for resolving problems
- At what point do people establish they are making a difference and how they would this be identified
- Muir Group should recognise the skills of activists and work to this strength
- Involving people should be well supported and consistent
- Involving people should be community led and influenced by local people and needs
- Involving people should not be about jargon and rules
- Some people are unsure of how to get involved even though the menu of opportunities is there
- There is no face to Muir Group – identity
- Communication does not always feed through to people
- Being an activist gives a sense of satisfaction and improves personal development skills
- Muir Group need to promote and raise awareness of involving people, especially young people

- Involving people should be fun
- Financial and non-financial Incentives should be explored to encourage people getting involved
- Muir Group should involve hard to reach people
- Experienced residents could act as mentors for other groups and communities
- People's individual needs should be considered when giving their time, for example carers and crèche facilities

## **7. Making it happen**

We want to build on the way we involve people and use the information we have gathered as part of developing this strategy to improve community engagement and the resident involvement service. We have 6 key objectives to deliver in this strategy.

1. Increase the numbers of people involved and increase opportunities for all Muir Group residents to be involved at all levels
2. Ensure that involving people is an essential part of our culture. We will improve our services by listening to and involving people. We will demonstrate that we have listened and provide value for money.
3. Understand who our residents are, and what the individual needs of our communities are
4. Work in partnership with people, to build sustainable communities together, where people want to live in and get involved with, and ensure that every neighbourhood has a voice.
5. Support those people that do get involved through training, nurturing and encouragement
6. Ensure that people are involved effectively in the governance of Muir Group.

## 7.1 Priority 1

**Increase the numbers of people involved and increase opportunities for all Muir Group residents to be involved at all levels.**

### **We believe**

- That increasing the numbers of people involved, leads to fresh ideas and enthusiasm
- That increasing the menu of opportunities provides different interests to attract people
- That increasing opportunities allows people to get involved at a level and in a way that suits them

### **What we will do**

- We will increase the involvement methods to attract people from under represented groups
- We will set targets for all staff to involve more people
- We will undertake further research to understand what motivates people to get involved
- We will implement a range of incentives for involvement both financial and non-financial
- We will carry out regular estate walkabouts with people to discuss local issues
- We will improve communication to residents and colleagues so they are more aware of the opportunities for involvement
- We will host two open days for residents so they can challenge services, identify improvements, and give feedback
- We will review our Resident Involvement factsheet
- We will review our resident involvement processes

## 7.2 Priority 2

**Ensure that involving people is an essential part of our culture. We will improve our services by listening to and involving people. We will demonstrate that we have listened and provide value for money.**

### **We believe**

- That involving people should underpin everything we do
- That if we don't involve residents effectively we will not deliver the right services

- That listening to people will improve our services
- Involving people is an integral part of all Muir Group's departments and is the responsibility of all job roles within those departments.
- That services which meet people's needs provide value for money
- That it is essential to provide effective feedback to all residents on how we have listened and improved our services

### **What we will do**

- We will develop a resident involvement training programme; initially for Community Housing Officers and Supported Housing Staff
- We will cultivate the benefits of involving people to all Muir Group employees
- We will review our continuous improvement methodology so people are involved in improving services
- We will carry out challenge events with customers to identify service improvement needs
- We will develop service improvement groups to work on improving services and demonstrating value for money
- We will ensure resident involvement is included at staff induction, staff exit interviews, team meetings, and personal development reviews
- We will recognise the contribution that individual colleagues make to involve people and praise them
- We will learn from complaints

## **7.3 Priority 3**

### **Understand who our residents are and what the individual needs of our communities are.**

#### **We believe**

- That if we have a detailed profile of all our residents that service can be tailored to individuals
- That one size does not fit all, each community may have different needs
- That establishing needs allows us to focus resources

## **What we will do**

- We will carry out a customer profile exercise to gather information on all residents
- We will work with partners to understand individual communities and the perceptions of each community
- We will carry out consultation exercises to understand people's needs
- We will use exiting intelligence to understand the needs of people who have already contacted us
- We will work with existing groups to build understanding

### **7.4 Priority 4**

**Work in partnership with people, to build sustainable communities together, where people want to live in and get involved with, and ensure that every neighbourhood has a voice.**

## **We believe**

- That working with each community to develop a sense of place leads to a sustainable community
- That the condition of the environment where people live matters
- That good quality affordable accommodation is essential
- That everybody's opinions are important and contribute to a neighbourhood voice
- That a strong community has a stronger influence

## **What we will do**

- We will develop a culture of partnership with Muir Group people
- We will provide excellent services that are valued by people
- We will develop community patch plans in 13 areas
- We will work with people and communities to sustain and strengthen feelings of pride in their environment
- We will work with people and customers on the rights and responsibilities agenda
- We will promote and celebrate the work of community volunteers to recognise their contribution to sustainable communities

## **7.5 Priority 5 Support those that do get involved through training, nurturing and encouragement**

### **We believe**

- That supporting people strengthens their capacity to contribute and make informed decisions
- That training people is essential to develop confidence, skills and attributes
- That training should be responsive to people's needs
- That providing resources enables people to participate more effectively
- That working in partnership strengthens the relationship between Muir Group and residents.
- That people have valuable skills and should be encouraged to use them

### **What we will do**

- We will develop a comprehensive training programme for those that get involved
- We will provide opportunities for training and networking at regional and national events to raise customer awareness of excellence
- We will identify and support people who may wish to join Muir Group Boards or committees
- We will raise awareness of the support available for groups
- We will ensure that the support provided is consistent

## **7.6 Priority 6 Ensure there is effective resident involvement in the governance of Muir Group**

### **We believe**

- That resident representation should be made at Board and committee level
- That people have valuable skills, knowledge, experience and a true users perspective they can bring to Muir Group's governance
- That a representative Board will give positive direction in service delivery, setting local priorities and performance monitoring

## **What we will do**

- Reserve three Resident Board member seats on the board
- Review our governance arrangements to ensure residents are influencing the strategic direction
- Set out a route map for resident activists on how to progress to board or committee membership
- Review the election process for board members
- Develop clear lines of responsibility between boards and residents – ensuring all board members are in touch with customer priorities
- Provide relevant training for Board members regarding their responsibilities
- Provide regular reports to the Board on how Muir Group are involving people

## **8 Continuous Improvement**

- 8.1 Muir Group is committed to a philosophy of continuous improvement of all of our services. In so doing we will continue to develop and improve our services by actively working with people.
- 8.2 At Muir Group, people are central to all that we do - they are our rationale for seeking continued improvement. Muir Group's 2008/2009 Corporate Plan seeks to improve the performance of the organisation so as to ensure the provision of high quality, efficient and value for money services for all customers.

## **9. Statutory and legislative framework**

- 9.1 Muir Group recognises its duty to comply with current legislation and will operate this policy within the current statutory framework. We will also review emerging legislation and consider the appropriateness of early adoption.
- 9.2 We also recognise our moral obligations to comply with current good practice guidelines and codes of conduct.

## **10. Awareness and accountability**

The Board has corporate responsibility for ensuring that this Strategy reflects the corporate goals of Muir Group and contributes to the objectives of the Corporate Plan.

The Chief Executive has overall responsibility for ensuring that Muir Group develops an organisational culture in which this Strategy can operate effectively and for ensuring its implementation.

The Director of Housing Services will report quarterly to one of the new committees on the effectiveness of the Strategy, recommending changes where necessary.

Managers are responsible, together with the Senior Management Team, for ensuring that colleagues in their team receive adequate and continuous training to ensure that they are kept up-to-date on changes to legislation.

Managers will regularly review learning and development programmes, identify key areas where specific training is required and ensure that this training is delivered to staff.

All colleagues are expected to familiarise themselves with this Strategy and should be able to raise queries with their managers over any aspect.

Team meetings and themed events will be used to ensure that colleagues can make managers aware of any impracticalities or difficulties in implementing this Strategy.

The Strategy will be made available on our website.

## **11. Performance indicators**

11.1 Muir Group will adopt the following customer service performance indicators:

- The number of new customers involved annually
- People who are satisfied with involvement methods
- Status surveys
- The numbers of residents on the Think Tank
- The number of scheme based activities
- Involvement from underrepresented groups

- Spend against the resident involvement budget
- The indicators to be evaluated for diverse groups
- Attendance of residents at training courses

## **12. Record keeping / evidence files**

- 12.1 Muir Group will undertake an annual customer satisfaction survey, record the results and will publish this information in newsletters and/or in the annual report to provide feedback to people.
- 12.2 Muir Group will record the ethnicity of people and their preferred language and method of communication; for example, if translation or interpretation facilities are required, and will pass this information on to contractors and maintenance staff as appropriate.
- 12.3 Muir Group will keep records of vulnerable and/or disabled residents and their specific needs and will pass this information onto contractors and maintenance staff as appropriate.

## **13. Action plan**

- 13.1 Our action plan is attached at Appendix B

## **14. Resident, colleague and stakeholder involvement in policy**

### **Resident Involvement**

- 14.1 Muir Group created a specific task and finish group of residents and staff to drive the development of the strategy.

This strategy has been out to consultation to:

- All residents Groups
- All social groups
- The Editorial team
- Periodic Review and Consultation groups

## **Staff Involvement**

- 14.2 Muir Group will ensure that staff can fully understand the organisation's commitment to people and their role in helping to achieve this.
- 14.3 Resident Involvement Impact Assessment requirement.
- 14.4 Regular meetings will be held with: Senior Management Team; individual teams; periodic groups (such as Service Review Groups); and events will be held where colleagues from Muir Group will have the opportunity to discuss the effectiveness of policies and will be able to raise queries or suggest better ways of implementation.
- 14.5 Muir Group have established memberships with: Housemark, Housing Quality Network (HQN), Resident Involvement Network Group - North West (RING NW), and Tenant Participation Advisory Service (TPAS). We will continue to review these good practice sites to further improve services to Muir Group people through significant networking. By participating with these organisations, we can share best practices, learn and develop from opportunities brought by each organisation and their wide membership.

## **15. Equality and diversity implications**

- 15.1 This Strategy underpins the commitment of Muir Group to provide equality in access to, and provision of, services offered to all people.
- 15.2 It demonstrates our commitment to creating a working environment where all people are treated equally and where discrimination and harassment are not tolerated.

## **16. Risk assessment**

- 16.1 We recognise the importance of the effective management of our strategies, policies and procedures. We operate a risk management approach whereby all projects undergo regular assessment to identify the level of risk they pose to the business.

## **17. Efficiency/value for money assessment**

- 17.1 We aim to deliver high quality cost effective housing services, and have developed a value for money strategy to measure progress.
- 17.2 Muir Group's Business Plan seeks to outperform against its budgets to improve efficiency and improve the quality of services delivered to customers. In the area of Access and Customer Care, we have made the following specific budgetary commitments to improve services:
- £97,000 for staff training
  - £25,000 for involving people and resident training
  - £261,000 for comprehensive IT developments
- 17.3 Muir Group will continue to work in partnership with other agencies in order to pool resources where possible and create opportunities for savings from greater economies of scale.

## **18. Continuous improvement assessment**

- 18.1 We are committed to continuous improvement. The action plan sets targets with timescales for implementation, identifies lead officers with overall responsibility for achieving the target and details how this will be monitored and the anticipated outcome.
- 18.2 The 2008/09 Action Plan looks at key issues, identifies milestones and lead officers and details the action required to achieve the targets. Progress on each target will be monitored and reported to the Board quarterly.

## **19. Associated and linked policies**

- Regulatory Code and Guidance, Housing Corporation (HC)
- People First - Delivering Change through Involvement, (HC), 2007
- The future regulation of housing, Audit Commission(AC)
- Audit Commission, Key lines of Enquiry
- Strong and Prosperous Communities, Department Communities and Local Government (DCLG) Local Government White Paper 2006

- Tenant Empowerment – A consultation paper (DCLG)
- Hills Report, Ends and means - The future of social housing in Britain
- Cave Review, Every tenant matters - A review of social housing regulation
- Resident and Property Services, National Housing Federation (NHF)
- What Tenants Want, Report of the Tenant Involvement Commission - (NHF) 2006
- Resident Influence, Choice and Control, Janice Bright, Housing Quality Network (HQN)
  
- Muir Group Corporate Business Plan 2008-09
- Muir Group Housing Services Strategy
- Muir Group Property Services Strategy
- Muir Group Supported Housing Strategy
- Muir Group Equality and Diversity Policy
- Muir Group Compensation and Complaints Policy
- Muir Group Customer Care Charter
- Muir Group Tenancy Agreement
- Muir Group Resident's Portfolio (Factsheets, Information leaflets, including Service Standards)
- Muir Group Resident Involvement Impact Assessment 2007

## **Appendix A**

### **Statutory and legislative framework surrounding the policy**

Muir Group will operate this strategy and all other policies and practices relating to it in line with statutory requirements. Set out below is the current statutory framework within which we will apply this policy as it relates to specific policy areas.

- ➡ The Race Relations Act 1976 and associated Codes of Practice issued by the Commission for Racial Equality (CRE) (in particular Sections 2.1 and 71 and the Codes of Practice for rented housing and the Draft Code of Practice on Racial Equality in Housing)
- ➡ The Race Relations (Amendment) Act 2000 and associated Codes of Practice issued by the CRE
- ➡ The Sex Discrimination Act 1975 and 1986 (as amended)
- ➡ The Disability Discrimination Act 2005 and associated Codes of Practice

## Appendix B – Action Plan

No	Commitment	Lead Person
1	<a href="#"><u>Increase the numbers of people involved</u></a> <a href="#"><u>Increase opportunities for all Muir residents to be involved at all levels</u></a>	Beverley Price & Jan Kaneen
2	<a href="#"><u>Ensure that involving people is an essential part of our culture. We will improve our services by listening to and involving people and we will demonstrate that we have listened and provide value for money</u></a>	Beverley Price & Jan Kaneen
3	<a href="#"><u>Understand who our residents are, and what the individual needs of our communities are</u></a>	Beverley Price & Jan Kaneen
4	<a href="#"><u>Work in partnership with people, to build sustainable communities together, where people want to live and get involved with, and ensure that every neighbourhood has a voice</u></a>	Kate Ingram
5	<a href="#"><u>Support those that do get involved through training, nurturing and encouragement</u></a>	Beverley Price & Jan Kaneen
6	<a href="#"><u>Ensure that people are involved effectively in the governance of Muir</u></a>	David Hull & Ben Tranter

Commitment 1: Increase levels of involvement						
Action Ref	Summary of Action	Lead Officer	Proposed start date	Target date	%age complete	Notes
IP1	Increase the numbers of people involved and increase opportunities for all Muir Group residents to be involved at all levels	Beverley Price & Jan Kaneen	Jul-08	Jun-09		

Actions within other plans					
Action Ref	Summary of Action	Lead Officer	Proposed start date	Target date	Name of plan where located
RI3	Investigate the use of incentives across all service areas	Jonathan Carr	Mar-08	Jun-08	Housing Services – Resident Involvement SIP
RI6	Research and develop a project plan for two regional involvement events	Sam Scott	Apr-08	Jun-08	Housing Services – Resident Involvement SIP
APP2	National recognition for resident involvement/achievements	Kate Ingram	Mar-08	Jul-08	Chief Executive – Marketing SIP

Commitment 2: Embedding 'Involving People' throughout the organisation						
Action Ref	Summary of Action	Lead Officer	Proposed start date	Target date	%age complete	Notes
IP2	Ensure that involving people is an essential part of our culture. We will improve our services by listening to and involving people. We will demonstrate that we have listened and provide value for money.	Beverley Price & Jan Kaneen	Apr-08	Mar-09		

Actions within other plans					
Action Ref	Summary of Action	Lead Officer	Proposed start date	Target date	Name of plan where located
RI2	Develop a training programme for customers with customers.	Jonathan Carr	Mar-08	May-08	Housing Services – Resident Involvement SIP
RI5	Review and implement changes to the regional committees to include decision making powers	Sam Scott	Apr-08	Jan-09	Housing Services – Resident Involvement SIP

Commitment 3: Understand the needs of people and their communities						
Action Ref	Summary of Action	Lead Officer	Proposed start date	Target date	%age complete	Notes
IP3	Work with partners and established residents groups and utilise existing intelligence to develop understanding and involvement	Beverley Price & Jan Kaneen	Jul-08	Jun-09		

Actions within other plans					
Action Ref	Summary of Action	Lead Officer	Proposed start date	Target date	Name of plan where located
ACC08	Gather customer profile information to inform changes in service delivery for individuals, communities and groups	Jonathan Carr	Mar-08	Mar-09	Housing Services – Access and Customer Care SIP
TEM7	Ensure that annual patch plans are developed using feedback from customers and customer profile information	Ben Tranter	Jul-08	Mar-09	Housing Services – Tenancy and Estate Management SIP

Commitment 4: Strengthening Muir Communities						
Action Ref	Summary of Action	Lead Officer	Proposed start date	Target date	%age complete	Notes
IP4	Work in partnership with people to build sustainable communities together, where people want to live in and get involved with, and ensure that every neighbourhood has a voice.	Kate Ingram				


Actions within other plans					
Action Ref	Summary of Action	Lead Officer	Proposed start date	Target date	Name of plan where located
TEM7	Ensure that annual patch actions plans are developed using feedback from customers and customer profile information	Ben Tranter	Jul-08	Mar-09	Housing Services – Tenancy and Estate Management SIP
APP2	National recognition for resident involvement/achievements	Kate Ingram	Mar-08	Jul-08	Chief Executive – Marketing SIP

Commitment 5: Supporting, Nurturing and Encouragement						
Action Ref	Summary of Action	Lead Officer	Proposed start date	Target date	%age complete	Notes
IP5	Support those that do get involved through training, nurturing and encouragement	Beverley Price & Jan Kaneen	Aug-08	Mar-10		

Actions within other plans					
Action Ref	Summary of Action	Lead Officer	Proposed start date	Target date	Name of plan where located
RI2	Develop a training programme for customers with customers	Jonathan Carr	Mar-08	May-08	Housing Services – Resident Involvement SIP

Commitment 6: Involving People in Governance						
Action Ref	Summary of Action	Lead Officer	Proposed start date	Target date	%age complete	Notes
IP6	Ensure there is effective resident involvement in the governance of Muir Group	David Hull & Ben Tranter	Aug-08	Mar-10		

Actions within other plans					
Action Ref	Summary of Action	Lead Officer	Proposed start date	Target date	Name of plan where located
RI5	Review and implement changes to the regional committees to include decision making powers	Sam Scott	Apr-08	Jan-09	Housing Services – Resident Involvement SIP



# Appendix C

## Involving People

### Supported, Sheltered and Floating Support Residents

## 2008-2011

### Introduction

For many years Muir Group has involved residents in the management of some of its supported and sheltered housing schemes. This has taken the form of in-house management committees and forums with limited decision making processes. With some schemes it has proved difficult to involve residents either for lack of community facilities, because they are all individual properties or in supported housing projects the client group is transient or in some cases little interest has been shown by the residents.

However, progress has been made in stimulating interest, and we have now established a Supported Housing Group whose members are the Chief Executive, Directors, and Board members plus 3 residents.

The Association is committed to expanding the opportunities for all its residents to be involved in the management of its properties, and schemes plus the way in which services are delivered. Consequently, Muir Group is launching its **Involving People Strategy** in June 2008 which, it is hoped, demonstrates our commitment to the principals of our residents having the opportunity of having their say in the management of their community.

### Involving People Strategy

The commitments given in this document are to all Muir Group sheltered and supported housing residents, and every resident who receives a service from the Association. This document should also be read in conjunction with the Supported/Sheltered Housing Floating Support Customer Service Charter, and the commitments given in that document to Supported Housing residents.

The purpose of having a strategy is to demonstrate Muir Groups commitment to involving people, which can ultimately help shape our services, ensure that we are delivering the services that people need and desire, and that services provide value for money, and we are accountable for the services we provide.

Many people in our Supported or Sheltered Housing, or people who receive services from our floating support staff, may require extra help and support to continue to live independently and enhance their quality of life. This help and support can vary from major disabilities or illness, to just assistance with day to day living matters regarding benefits or forms and dealing with paying bills. Therefore, it is vital that our services reflect people's individual needs to help to support them in their own home. Muir Group believe the users of our services are the people who can best determine which services suit them, and therefore provide the best support and positive outcomes for an individual .

So that we can ensure that the right services are delivered we need to explain to you how we will go about this process.

Like people, all our schemes are different and consequently the residents of those schemes needs are different. Set out below are some action points for each scheme or service that gives the opportunity for you to be involved on how the service is managed and how you can influence any changes that will benefit you and others.

## **Sheltered Housing Schemes**

### **What you may wish to do.**

- Talk to staff when reviewing your support plan or at any time about how you can become more involved
- Think about joining the Associations; "Think Tank"
- Consider forming a service improvement group
- Consider training on being involved with Muir Group

### **What Muir Group will do**

- We will increase the involvement methods to encourage residents to be involved
- Undertake further research to understand what motivates people to get involved
- We will improve communication with residents so they are more aware of opportunities for involvement.
- We will host open days for residents so that you can challenge services and tell us of any improvements that may be required and give general feedback
- We will continue to review our resident involvement processes

## Supported Housing Projects

The Association has many Supported Housing and Supported living schemes in the North-West and East Midlands which cater for many different client groups, some of whom require some very specialist services on a daily basis. Other people may only require low level support, and will move on to permanent accommodation within a short period of time.

Because of these extremely diverse schemes, it is very important that Muir Group ensures that staff who deliver the services are trained and proficient at providing the services people need. However, the people who live in our schemes should have the opportunity to monitor the services provided and influence changes where appropriate.

### What you may wish to do

- Consider forming a residents House Committee
- Consider joining the Associations "Think Tank"
- Consider if you would wish to join the Associations Supported Housing Group or some other governing body in Muir Group in the future
- Talk to your key worker about how you would like to be involved and at what level
- Consider if you would wish to undertake formal training to be involved with Muir Group
- Would you like to become involved with "Friends of Muir Group" which is the Associations charitable body

### What Muir Group will do.

- Staff at your scheme will discuss with you how and at what level you may wish to be involved
- We will improve communication to keep you informed of opportunities to become involved
- We will assist you to set up a House Committee if this is what residents wish
- Provide training to those people who wish to become involved

## Floating Support Clients

Muir Group provides a floating support service to many people over a wide geographical area. In Lincolnshire, Leicestershire and parts of Cambridgeshire the service is provided to Local Authority and other Housing Association residents as well as our own residents. The same also applies in Cheshire.

However, Muir Group believe that if people receive a service from us then they have the same opportunity to be involved with the Association as its own residents.

### **What you may wish to do**

- Talk to your support worker about how you may be able to get involved with Muir Group in a meaningful way
- At what level you may wish to be involved
- Join the Associations “Think Tank”
- Talk to your support worker about how you may be able to get involved with organisations in your local community or through the Local Authority if you are one of their residents.

### **What Muir Group will do**

- Your support worker will help and advise you how to become involved with Muir Group or your own landlord
- Discuss at what level you wish to be involved, and encourage you to take part.
- We will ensure involving users of our services is an essential part of Muir Groups culture
- By listening and involving people we will have a better idea of the services that people want.

This document informs people of our commitment to involving people in the Associations business and is open for all residents of supported housing and people who receive services from us. We welcome the participation of everyone and at whatever level they wish to be involved. Muir Group works in many areas of the country and provides equality of services to many varied and diverse communities.

All the points above are only a quick guide to our residents of our supported housing schemes and floating support clients, and it is important that this document should be read in conjunction with the Associations Involving People Strategy launched in June 2008.