

Keeping it Local

This information and diagram explains how all the groups, forums, plans and champions work together, and what they do, to help Muir keep it local.

Muir Group Board

The Board is made up of thirteen members. They are there for their skills and expertise. There are three resident member places on the Board - two representing the North, and one representing the South.

Just to remind you what the board does:

- Makes decisions regarding the strategic direction of Muir Group
- Manages the Association's finances, and monitors service and performance issues
- Ensures that Muir Group complies with the Regulatory Code set by the Tenant Services' Authority

Residents' Regional Forums

In October 2009, we wrote to everyone asking if any resident would be interested in being a member of the new North or South Regional Residents' Forums.

In total, thirty residents, from both the North and the South, got in touch and said they would be interested.

The first sessions of the new Regional Residents Forum were held in March 2010

Just to remind you what the Regional Residents Forums do:

- They monitor local services particularly the commitments in our Customer Service Charter and Local Plans.
- They will make decisions on the allocation of certain community budgets and get more involved in how we deliver services to communities.
- They will scrutinise compliance of any local offers

Local Champions

Local Champions are residents who are the eyes and ears for Muir Group at a local level. They are the people who live in schemes or estates who let us know if something needs to improve, eg. if there are any environmental issues such as fly tipping or inconsiderate parking.

The representatives on the RRFs will have regular contact with Local Champions to make sure from a residents perspective that Muir Group is doing all it can to make communities safe and good places to live.

We can never have enough Local Champions - if you feel you could help, let us know by contacting your Community Housing Officer.

Local Plans

Local plans are key documents for Muir Group, they make sure that we deal with what is important in communities. In all, there are fourteen Local Plans, some very different to others, depending on what you have told us is important where you live.

You have just received your Local Plan for 2010-2011 and you will see from the diagram overleaf, that they cover both North and South, and will be monitored by the new Regional Resident Forums and Local Champions.

Residents' Scrutiny Panel

This will come later in 2010. We will be looking to develop the Residents' Scrutiny Panel once the new Regional Residents' Forum have had time to 'bed in'.

The Residents' Scrutiny Panel will have a very specific role:

- They will scrutinise Muir Group's performance and consider feedback from customers on all services provided
- They will use this information and feedback to carry out detailed reviews into services
- They will sign off Muir Group's statement of compliance with the new TSA Standards.

Coming soon - Local Offers

The Tenant Service Authority (TSA), who regulate all housing associations, has asked us to meet a set of TSA standards. This was based on a consultation exercise the TSA carried out in 2009 when they made contact with 27,000 tenants. They have asked us to let them, and all residents, know how we meet the following standards:

- Home
- Tenancy
- Neighbourhood and community
- Value for money
- Governance and viability
- Tenant involvement and empowerment

They have also asked us to develop 'Local Offers' for three of the standards:

- Home
- Neighbourhood and community
- Tenant involvement and empowerment

We have to determine by consulting with residents what our 'Local Offers' will be and look like. We hope that our approach with the Local Plans supports this, but we need your feedback so that we can make sure they meet the requirements of the 'Local Offers' and also meet your needs as residents of Muir Group. We will discuss possible options on taking this forward with your Regional Residents Forum.

Further details of the TSA's requirements regarding 'Local Offers' can be found on the TSA's website at:

www.tenantserviceauthority.org



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