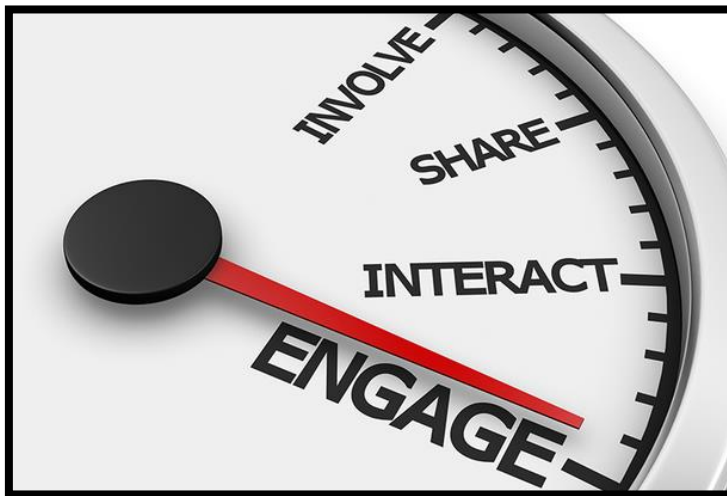


## RESIDENT INVOLVEMENT POLICY



### MONITORING INFORMATION:

<b>POLICY/PROCEDURE/STRATEGY:</b>	<b>RESIDENT INVOLVEMENT POLICY</b>
<b>DATE APPROVED:</b>	<b>MAY 2021</b>
<b>EXPIRY DATE:</b>	<b>MAY 2024</b>
<b>OWNER:</b>	<b>RESIDENT INVOLVEMENT MANAGER</b>
<b>APPROVAL ROUTE:</b>	<b>EXECUTIVE MANAGEMENT TEAM</b>

# Resident Involvement Policy

## 1. Overview:

Providing opportunities for Resident Involvement to influence service delivery at Teign Housing and our subsidiary, Templer HomeBuild, is at the heart of everything we do. This Policy provides guidelines for the Resident Involvement activities on offer.

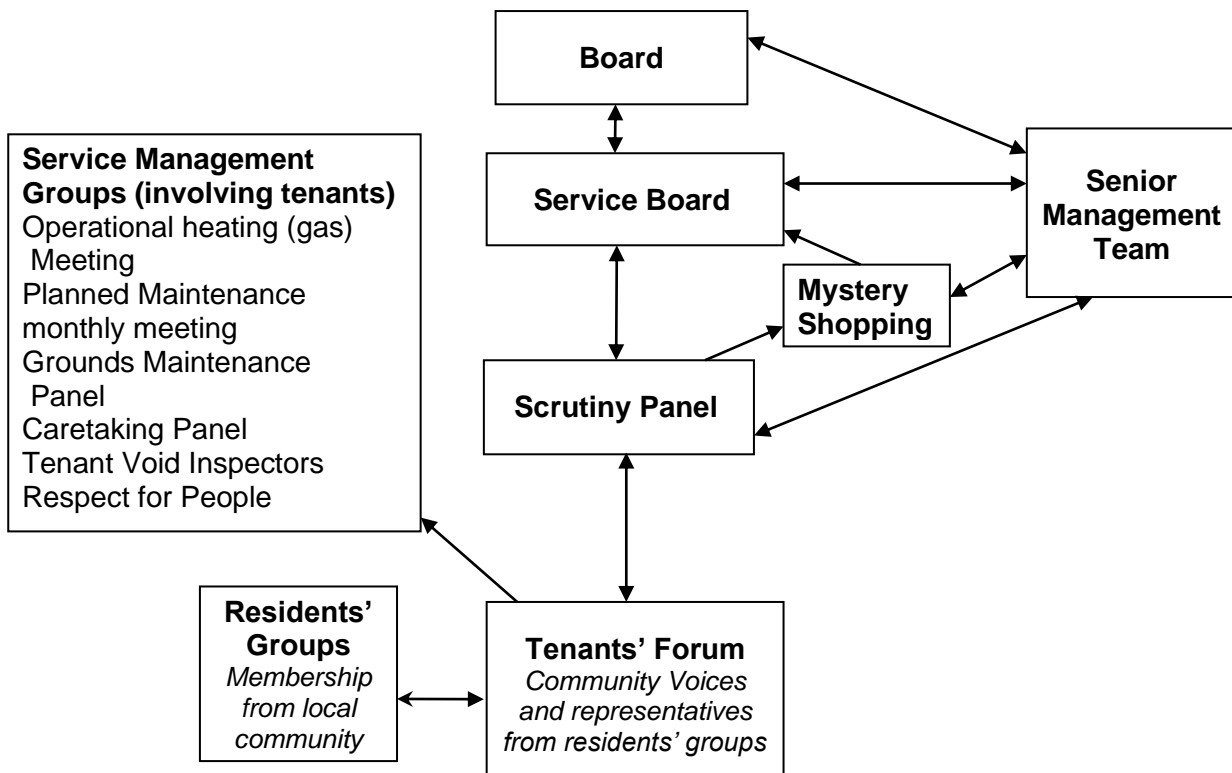
The Regulator of Social Housing expects us to work with our residents to make sure that their priorities shape our service and that they have the opportunity to scrutinise the services we deliver, monitor how well we perform and make sure we carry out improvements where we need to.

Teign Housing is committed to involving residents in decisions that affect their homes and neighbourhoods. We will provide a wide range of opportunities for our tenants to be involved.

Co-regulation is how the Board takes responsibility for making sure Teign Housing is well run and providing a good service - the role of tenant Scrutiny is central to Co-regulation.

## 2. Resident Involvement framework:

This shows the opportunities for Resident Involvement and their relationship with other groups within Teign Housing.



### 3. Resident Involvement Objectives:

- To ensure that opportunities to influence Teign Housing's services and direction are open equally to all and take into account the diversity of Teign Housings residents. We will monitor the profile of our involved tenants to reflect the overall tenant profile.
- For effective co-regulation we will offer a wide menu of opportunities to optimise the level of resident involvement in decision making.
- To ensure resident involvement achieves a real influence, resident views will be recorded and taken into account in decision-making.
- To remove financial barriers to resident involvement, Teign Housing will provide support and out of pocket expenses to enable tenants to participate. This is set out in the Involved Residents' Expenses Procedure.
- To ensure involved residents have the capacity to influence through the provision of training and information sessions.
- To record how tenant influence has impacted and improved Teign Housing's services.
- To routinely report back to residents on the influence they have achieved. This will make them aware that Teign Housing is taking their views into account whilst promoting the benefits of Resident Involvement.

### 4. Training and development for residents:

Teign Housing's Resident Involvement Manger manages the Resident Involvement budget and identifies training, development and other learning opportunities as appropriate. This equips residents with the skills, confidence and support to effectively perform the duties of their role.

Involved tenants complete an annual skills audit in conjunction with their Annual Review meeting to identify any skills gaps and to evaluate learning and how this has contributed to Teign Housing's Vision, Values and Strategic Aims.

### 5. Standards for involvement:

Consultation groups or meetings organised by Teign Housing should follow the standards below:

- It is best practice to publicise dates of meetings at least ten working days in advance.
- Agendas, background reports and information, where appropriate, should be provided to attending residents at least five working days before the meeting.

- Meetings and events should be held in venues that are suitable and accessible to all.
- They should be held at times that are flexible to meet the needs of attendees.
- Have clear objectives and remit which all attendees are aware of.
- Be conducted in a fair and democratic way, allowing everyone the chance to participate. The Chair should clarify and summarise, so everyone is aware of what is being said or decided.
- Feedback provided about the outcomes.
- All involved tenants have signed and adhere to the Code of Conduct for Resident Involvement.

## **6. Satisfaction:**

Tenant satisfaction of the Service Board, Scrutiny Panel and Tenants' Forum is measured and monitored through telephone impact assessments. This is reported to the Service Board on an annual basis.

Annual Reviews will be carried out with Service Board, Scrutiny and Tenants' Forum members. This is an opportunity to review the last year, give and receive constructive feedback.

## **7. Links to other documents:**

See also:

- Resident Involvement Action Plan
- Service Board Terms of Reference
- Scrutiny Panel Terms of Reference
- Tenants' Forum Terms of Reference
- Code of Conduct for Resident Involvement