

A photograph of a young woman with blonde hair and bangs, smiling warmly at the camera. She is wearing a dark top and a patterned scarf. She is holding a yellow acoustic guitar. The background is a soft, out-of-focus indoor setting. The entire image is overlaid with a semi-transparent dark blue filter.

ANNUAL RESIDENT INVOLVEMENT STATEMENT 2016-17

“OUR RESIDENT
INVOLVEMENT WORK
PROMOTES ACCOUNTABILITY,
INFLUENCES THE SERVICES
WE PROVIDE AND IMPROVES
THE NEIGHBOURHOODS IN
WHICH WE WORK.”

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OVERVIEW

Having been awarded Customer Service Excellence Accreditation, and working towards Investors in Excellence, it is recognised that Inclusion Housing (IH) put our tenants at the heart of what we do and our decision making, and that the outcomes deliver effective customer / resident involvement opportunities for all.

Inclusion endeavour to encourage and monitor the impact of tenant engagement in ensuring our residents are included, and are able to influence the decisions and direction of our business.



Specific emphasis is placed on the three strategic objectives detailed in the Resident Involvement Strategy 2015 – 2018:

- Establish effective consultation with residents and customers to inform decision making.
- Maximise resident involvement to influence and shape services.
- Promote, encourage and support community activities and initiatives that provide benefits for communities.

This Statement provides an overview of our broad aims for involving residents. It explains how our resident involvement work promotes accountability, influences the services we provide and improves the neighbourhoods in which we work.

It reflects the shared aspirations for achieving meaningful outcomes from resident involvement and provides a framework within which more local projects and investment, can be developed in partnership with residents.

PROGRESS 2016/2017

The table below provides an overview into the different involvement, consultation and community initiatives that Inclusion Housing has been involved with over the last year.

Overall it demonstrates a wide body of varied work that Inclusion Housing has been involved in. We look forward to receiving ideas and approaches from residents about what else we can work with and invest in to make a difference in the community.

	Events / Activities	No. Involved	Times / Year	Outcomes
Consultation	IHM	All Tenants	26	<ul style="list-style-type: none"> • One to one contact • Documented requests
	Customer Satisfaction	All Tenants	2	<ul style="list-style-type: none"> • Published results • You Said – We Did • Documented Improvement
	Influencing	8	1	<ul style="list-style-type: none"> • Published results • You Said – We Did • Engagement • Influencing the Business
Involvement	Notice Boards	All Schemes	N/A	<ul style="list-style-type: none"> • Informed on Safety • Regular Visits Documented
	Resident Meetings	+250	10 per Month	<ul style="list-style-type: none"> • Life enrichment • Inclusivity • Combat social isolation

	Events / Activities	No. Involved	Times / Year	Outcomes
Involvement	Newsletter	All Tenants	1	<ul style="list-style-type: none"> • Published results • You Said – We Did • Case studies (how we can help) • Meet the teams
	Marketing Material	25	2	<ul style="list-style-type: none"> • Making a difference • Success stories
Community Activities	Art & Craft donation to Alzheimer's Society	25	4	<ul style="list-style-type: none"> • Stimulation • Combat social isolation • Inclusivity • Reminiscence
	Petting Zoo	60	1	<ul style="list-style-type: none"> • Stimulation • Combat social isolation • Inclusivity • Reminiscence
	Paint Donated for Communal Area	6	1	<ul style="list-style-type: none"> • Stimulation • Combat social isolation • Inclusivity • Reminiscence • Social skills
	Furniture for Communal Area	6	1	<ul style="list-style-type: none"> • Stimulation • Combat social isolation • Inclusivity • Reminiscence • Social skills

	Events / Activities	No. Involved	Times / Year	Outcomes
Community Activities	Cooking Club Donations	6	4	<ul style="list-style-type: none"> • Stimulation • Combat social isolation • Inclusivity • Reminiscence • Social skills • Health awareness
	Tenant Funded for communal Cleaning	2	26	<ul style="list-style-type: none"> • Stimulation • Combat social isolation • Inclusivity • Financial benefits • Self-worth
	Communal Wall Art chosen by tenants	16	1	<ul style="list-style-type: none"> • Making a difference • Stimulation • Combat social isolation • Inclusivity • Ownership
	Raffle Donation for Xmas Party	75	1	<ul style="list-style-type: none"> • Stimulation • Combat social isolation • Inclusivity • Reminiscence
	Santa Visit for Party	60	1	<ul style="list-style-type: none"> • Stimulation • Combat social isolation • Inclusivity • Reminiscence

PROGRESS 2016/2017

07

	Events / Activities	No. Involved	Times / Year	Outcomes
Community Activities	Coffee and Cake welcome for new tenant	8	1	<ul style="list-style-type: none"> • Stimulation • Combat social isolation • Inclusivity • Reminiscence • Ownership
	Coffee and Cake welcome for tenant Transfer	8	1	<ul style="list-style-type: none"> • Stimulation • Combat social isolation • Inclusivity • Reminiscence • Ownership



CONSULTATION

All our tenants have the right through their tenancy agreements and in accordance with the Customer Charter, to be consulted about the management of their homes, and to influence services (as well as having opportunities to get more closely involved in the work of IH, if they wish to).

Here is what we have achieved this year:

Intensive Housing Management

provides all tenants with an opportunity to engage directly with their dedicated Managing Agent on a two-weekly basis, these visits cover a range of topics such as rent accounts, facilities, repairs and ASB, and aims to ensure tenants manage and maintain their tenancies in an effective way which suits their individual needs, whilst ensuring their homes and communities are safe and well maintained.

Customer Satisfaction is currently at **89%** across the business with a target of 87%. IH also aims to achieve a Net Promoter Score of above 60; this is being consistently achieved across the service provision.

Highlights from the September 2016 satisfaction survey show performance is very strong in the following key areas:

- Managing Agent Service
- Tenants being listened to by Inclusion staff
- Overall satisfaction with the service



Importantly, **94% of our tenants are satisfied that their opinions are taken seriously**; this demonstrates IH's dedication to achieving our goal of delivering personalised, excellent customer service.



Tenant Consultation is progressing. We currently have a tenants group who have engaged with us and helped to shape our existing and future services and we consulted with these tenants on three aspects we felt were important to them:

- Repairs
- Tenancy Sign Up
- Facilities Management

We were told that:

- Tenants are generally happy with all 3 services.
- The majority would like a scheme representative.
- Most would like that representative to work more closely with their Managing Agent to become a voice for their scheme.
- Nearly all would like more written information on our standards.

The feedback we received is being used to work towards providing our tenants with what they requested. The results and progress made will be published in our newsletters.

We also asked what would be beneficial to consult with them on next time to continue our informed learning.

We continue to encourage tenants to take part in helping to shape our services and decisions.



INVOLVEMENT

Our founding principle is to deliver excellent services that meet our customers' aspirations. Involving our residents and keeping them informed is central to achieving our priorities.

At Inclusion Housing, residents will be provided with opportunities to be involved in ways they can access easily and feel comfortable with.

By “involved” we mean actually working with us on options and projects, rather than simply expressing an opinion through some form of consultation exercise. We understand that not everyone wants the same level of involvement and that involvement will vary across our range of services and activities.

IH aims to develop capacity amongst residents to sustain involvement in the longer term and adopts a flexible approach to help individuals and groups to participate at the level of involvement they feel comfortable with.

COMMUNITY EVENTS

We continually update our list of activities and community events in which customers can participate. This approach enables the Managing Agents to share the information and opportunities with tenants at tenancy sign up and encourage them to take part in activities and events taking place in their scheme or the wider community.



COMMUNICATION BOARDS

Communication boards are personalised by scheme and give tenants the information they need to contact their designated Managing Agent over any issues or queries they may have. The boards advise when the MA will next be visiting to undertake scheme checks. Our tenants are able to make contact with IH at any time to discuss any issues present on their scheme, or put forward their ideas for improvement.

RESIDENT MEETINGS

Resident Meetings are encouraged at each scheme, facilitated by the Managing Agent. A small number are regularly taking place across the business and under the Home Life initiative we are doing meet and greets (coffee and cakes) for new tenants in schemes or shared houses to help them settle and become part of the group.



NEWSLETTERS

Newsletters are regularly published at our Extra Care Schemes, to advise residents of activity and involvement opportunities. The first business wide IH Newsletter will be published on our website and paper copies made available to tenants via the Managing Agents. The newsletter actively encourages tenants to get involved in helping to shape and influence our business.

COMMUNITY & SCHEME ACTIVITIES

IH is committed to supporting strong, healthy communities, recognising that the business role is not just to invest in bricks and mortar but also to work with the people living in each of the neighbourhoods we serve. In addition, working at the community level increases our capacity for dealing with issues of social exclusion and equalities.

Community Initiatives have been delivered via the HomeLife Project this financial year to help tenants engage with other residents and the wider community, such as:

- Arts and crafts materials donated to Alzheimer's society to run workshops in our schemes.
- Petting zoo funded to attend an autumn fete.
- Painting materials and furniture supplied for a communal area in a shared house where tenants did the decorating and now use the area to meet regularly with each other and their families / friends.
- Funding provided to care providers in a shared house to start up a monthly cookery class, where tenants get together, cook and socialise, the intention is this will become self-funded in time.
- Tenants funded to start up cleaning businesses and undertake facilities cleaning at their own schemes.
- Cakes and coffee welcome meeting for new tenants.
- Facilitated tenants in designing an invite for their scheme-opening event to which members of the public were invited. A prize was funded by IH for the winning invitation and awarded at the ceremony.

These are just some examples of what can be achieved to help our tenants participate in scheme and community activities.





PROJECT PLAN

Operating a sound and successful business means that we can deliver the excellent services and investment that our customers demand.

IH will not compromise on this otherwise we undermine the best interests of those we serve.

Putting residents at the heart of decision making is a primary objective reflecting greater confidence in engaging and involving our customers.

IH will establish a framework of resident involvement activity that provides a range of opportunities for participation and consultation. Within this is a pool of choice relating to the depth that residents and customers would like to engage and work with Inclusion Housing in shaping its services and the future.

Providing a wider range of opinions and choice, supported by advances in new technology and making it easier and more convenient to interact, is an approach that will help deliver this strategy.

OUR PROJECT PLAN SETS OUT OUR OBJECTIVES TO DELIVER THE SPECIFIC PROJECTS,

Project	Outcome	Target Date
Develop Resident Involvement database by Managing Agent patch	Managing Agents flag activities and groups in area at sign up to encourage engagement	August 17
Develop Mystery shopping programme aligned to IH Service Standards	Planned approach to improving user experience and customer feedback	2017-18
Progress 03rd round of customer Satisfaction Surveys	Benchmarking against previous results to identify further service improvement requirements	October 2017
3 x Newsletters annually	Promoting good news stories and feedback on improvements made “you said – we did”	4 monthly
Produce and market our Annual Resident Involvement Statement	Promoting and Informing	Annually (April/May)

TIVES, AND TIMESCALES IN WHICH WE AIM OVER THE NEXT 2 YEARS. IT COVERS:

Project	Outcome	Target Date
Consider charitable donations to organisations offering support in communities that impact considerably on IH tenants	Improved tenant engagement under HomeLife project	2017 - 18
Establish links with community learning groups and provide appropriate support and resource	Promote lifelong learning in communities under the Homelife project	2017 - 18
Maintain Customer Service Excellence accreditation	Continuous Improvement	2017 - 18
Facilitate safeguarding discussions at our larger or most vulnerable schemes	Raise awareness for tenants	2017 - 18
Establish tenant Representatives at larger schemes	Involvement for tenants in scheme inspections and feedback on service	2017 - 18

Thank you for taking the time to read our Resident Involvement Statement, if you or anyone you know could benefit from any of the activities or initiatives listed in this statement, or if you would like to get more involved with us, please get in touch on:

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hello@inclusionhousing.org.uk

or contact your Managing Agent

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