



# Resident Involvement Statement - 2019-20



**INCLUSIONHOUSING**





# Resident Involvement Statement - 2018-19

## 1.0 OVERVIEW

In 2018, Inclusion Housing (IH) was awarded the Queens Award for Innovation; proof that we provide exceptional service in supported housing and deliver meaningful outcomes for our residents and their families.

Having retained Customer Service Excellence Accreditation for the third year, IH underwent a full appraisal to be considered for accreditation again in December 2019. This consisted of desk-based work and meeting residents and support providers at one of our schemes. We are delighted to announce we passed with flying colours.

We also have Investors in Excellence and Leaders in Diversity accreditations; it is recognised that IH put our residents at the heart of what we do and our decision making – offering effective customer / resident involvement opportunities for all. In addition, we have succeeded in winning the Queens Award for Innovation, had success in the European Business Awards and have been recognised in a parliamentary review.

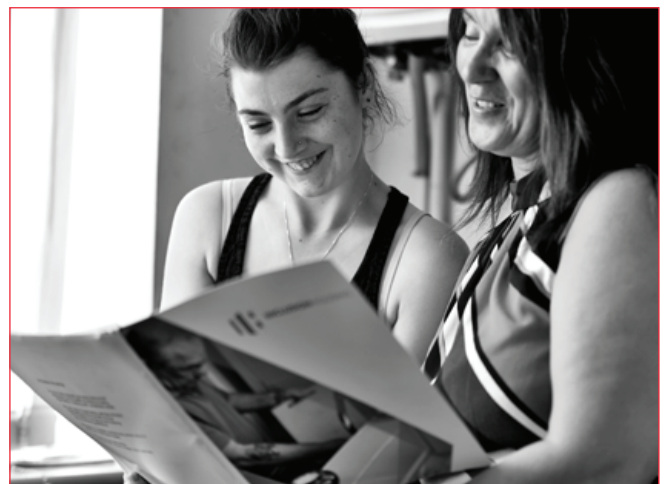
IH endeavour to encourage and monitor the impact of resident engagement in ensuring our residents are included and able to influence the decisions and direction of our business.

Specific emphasis is placed on the three strategic objectives outlined in the Resident Involvement Strategy 2018 – 2021:

- 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 our residents.





## 2.0 PROGRESS 2019

The table below provides an overview into the different involvement, consultation and community initiatives that IH has been involved with over the last 12 months.

Overall, it demonstrates a wide body of varied work that IH 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 their communities in 2020.

In 2019 our **HomeLife** project delivered projects, training and other initiatives benefiting over **390** residents.

	Events / Activities	No Involved	Outcomes
<b>CONSULTATION</b>	IHM	All Residents	<ul style="list-style-type: none"> <li>• One to one contact</li> <li>• Documented requests</li> </ul>
	Customer Satisfaction	All Residents	<ul style="list-style-type: none"> <li>• Published results</li> <li>• Documented improvement</li> </ul>
	Influencing Arrears x 204 Service charge x 204 Service standards x 70	478	<ul style="list-style-type: none"> <li>• Published results</li> <li>• Engagement</li> <li>• Influencing the business</li> <li>• Making a difference</li> <li>• Insight and accountability</li> </ul>
<b>INVOLVEMENT</b>	Notice Boards	All Schemes	<ul style="list-style-type: none"> <li>• Informed on safety</li> <li>• Regular visits documented</li> </ul>
	Resident Meetings Meetings 71 schemes	Est 560	<ul style="list-style-type: none"> <li>• Life enrichment</li> <li>• Inclusivity</li> <li>• Combat social isolation</li> </ul>
	Newsletter	All Residents	<ul style="list-style-type: none"> <li>• Published results</li> <li>• Case studies (how we can help)</li> </ul>
	Resident good news stories	27	<ul style="list-style-type: none"> <li>• Making a difference</li> <li>• Success stories</li> </ul>
	Resident Annual Report	All	<ul style="list-style-type: none"> <li>• Transparency</li> <li>• Insight &amp; accountability</li> </ul>



	Events / Activities	No Involved	Outcomes
<b>HOMELIFE ACTIVITIES</b>	Gardening projects (courses, equipment, flowers and veg growing)	12	<ul style="list-style-type: none"> <li>• Life enrichment</li> <li>• Inclusivity</li> <li>• Combat social isolation</li> <li>• Social skills</li> <li>• Health and wellbeing</li> </ul>
	Arts and Crafts / Xmas Card Design	77	<ul style="list-style-type: none"> <li>• Stimulation</li> <li>• Combat social isolation</li> <li>• Inclusivity</li> <li>• Reminiscence</li> <li>• Social skills</li> <li>• Health and wellbeing</li> </ul>
	Health and Wellbeing	61	<ul style="list-style-type: none"> <li>• Life enrichment</li> <li>• Inclusivity</li> <li>• Combat social isolation</li> <li>• Social skills</li> <li>• Health and wellbeing</li> </ul>
	External Courses / Activities	16	<ul style="list-style-type: none"> <li>• Life enrichment</li> <li>• Inclusivity</li> <li>• Combat social isolation</li> <li>• Social skills</li> <li>• Health and wellbeing</li> <li>• New skills</li> <li>• Learning / Development</li> </ul>
	Parties / Social Gatherings	165	<ul style="list-style-type: none"> <li>• Life enrichment</li> <li>• Inclusivity</li> <li>• Combat social isolation</li> <li>• Social skills</li> <li>• Health and wellbeing</li> <li>• Healthy eating</li> </ul>
	Reminiscence	60	<ul style="list-style-type: none"> <li>• Life enrichment</li> <li>• Inclusivity</li> <li>• Combat social isolation</li> <li>• Social skills</li> <li>• Health and wellbeing</li> </ul>

Some of the specific initiatives we have delivered through HomeLife included canvas painting activities, safety training, creating a reading area and club, gym memberships and cookery courses.



In January 2019, IH implemented the use of **HomeLife Customer Satisfaction** surveys which are issued directly to residents who have benefited / taken part in a HomeLife initiative. The survey asks four questions using a visual effect:

- Overall satisfaction?
- Did it meet expectations?
- Did it deliver on outcomes?
- Would you recommend it to others?

To date, we have received 80 completed surveys with 99% satisfaction reported, alongside 100% of residents saying they would recommend the initiative to others.



### 3.0 CONSULTATION

All residents 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. This is what we have achieved this year.

**Intensive Housing Management** provides all residents 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 anti-social behaviour; it aims to ensure residents manage and maintain their tenancies in an effective way which suits their individual needs, while ensuring their homes and communities are safe and well maintained.

**Customer Satisfaction** stands at **86%** across the business, the target remains challenging at 90% and we continually strive to improve our performance in all areas. IH also aim to achieve a Net Promoter Score of above 60; which is in line with our demanding targets.

Highlights from the 2019 satisfaction survey show performance is strong in the following key areas:

- A return rate of 47.9% (795 customers)
- **Overall dissatisfaction** with IH is 5.5%, an increase of 1.8% on previous year
- The average **net promotor score** has dipped to 53%, 7% lower than target

There are still **high levels of satisfaction** with the service provided by Managing Agents; continuing to demonstrate the success of IH's approach to recruitment on an attitude and transferrable skills basis.

As a result, **92% of residents feel they are supported in their home and 91% report feeling safe.**

Resident consultation is progressing well; in the past 12 months we have consulted with residents on several service areas which we felt would be important to them, to help us shape our existing and future services. We consulted on:

- **Arrears Procedure**

204 residents gave their views on the timescale and frequency of letters and the process we go through when their accounts fall into arrears.

- **Service Charge Procedure**

We consulted 204 residents to find out if they agree with the way we calculate our service charges and if they believe they obtain value for money.

- **Mystery Shopping**

Residents were invited to provide feedback in a prescribed format detailing their experience of contact into Head Office; positive results were published, and 28 residents or their support providers took part.

- **Service Standards and Customer Charter**

70 residents provided feedback on our standards in terms of response time and service level expectations.

- **Resident Case Studies**

Residents provided feedback on their experience of living in an Inclusion Housing scheme and the benefit to them and their wellbeing; the results were used in publications and social media posts, we received 28 in total.



Year-on-year, we see increased numbers of engagement from residents, this is attributed to relationships built with them during their two weekly visits:

Year	No Participants Involved
2016	8
2017	150
2018	260
2019	534



**48% increase in resident engagement compared to previous year**

The table below details all consultation events to date, and those planned throughout 2020:

Area / Theme	Date of Consultation
Resident Consultation (arrears)	Jan/Feb 19
Resident Consultation (service charge)	Jan/Feb 19
Resident Involvement Statement	Jan/Feb
Mystery Shopping	Mar/Apr 19
Resident Annual Report	Mar/May 19
Resident Newsletter	June/July 19
Consultation - Service Standards	Aug/Sept 19
Customer Satisfaction Survey	July/Sept 19
Resident Xmas Card Design competition	Nov 19
Mystery Shopping	March 20
Customer Satisfaction – approach and content (in conjunction with Board Members)	May 20
Resident Involvement Statement	March 20
Resident Newsletter	June/Aug 20
Resident Consultation Access to Property Procedure	Sept/Oct 20
Resident Consultation Void Standards	Sept/Oct 20
Xmas Card Design Competition	Nov 20

We continue to encourage residents to take part in helping to shape our services and decisions and continually adapt the way in which we engage in consultation to achieve more meaningful responses and outcomes.



## 4.0 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 IH, 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** we continue to update our list of activities and relevant groups in which customers can participate. This approach enables the Managing Agents (MA) to share the information and opportunities with residents 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** are personalised by scheme and give residents the information they need to contact their designated MA over any issues or queries they may have. The boards advise when the MA will next be visiting and residents can contact IH at any time to discuss issues in their scheme or put forward their ideas for improvement.

**Resident Meetings** are encouraged at each scheme. A small number are regularly taking place across the business and under our HomeLife initiative we encourage meet and greets (coffee and cakes) for new residents in some schemes or shared houses to help them settle and become part of the group.

**Newsletters** are regularly published at our Extra Care Schemes to advise residents of activity and involvement opportunities. Support staff also publish their own newsletters and some share them with IH. The IH summer newsletter has been developed and published on our website with paper copies made available to residents via their MA's. Newsletters actively encourage residents to get involved in helping to shape and influence our business.

**Residents' Annual Report** is a condensed version of the company annual report, made available to residents and scheme staff. The report includes many case studies and success stories in which our residents share their experiences of living in IH schemes and the positive impact supported living has on their lives and wellbeing.

Our latest **Mystery Shopping** exercise was undertaken in March 2019, aligned to IH's service standards, it enabled us to reflect on the level and quality of service we provide throughout the business. A fourth exercise will be undertaken in 2020 where we will continue to actively seek residents to assist us in gathering the information we require.





## 5.0 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 equality.

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

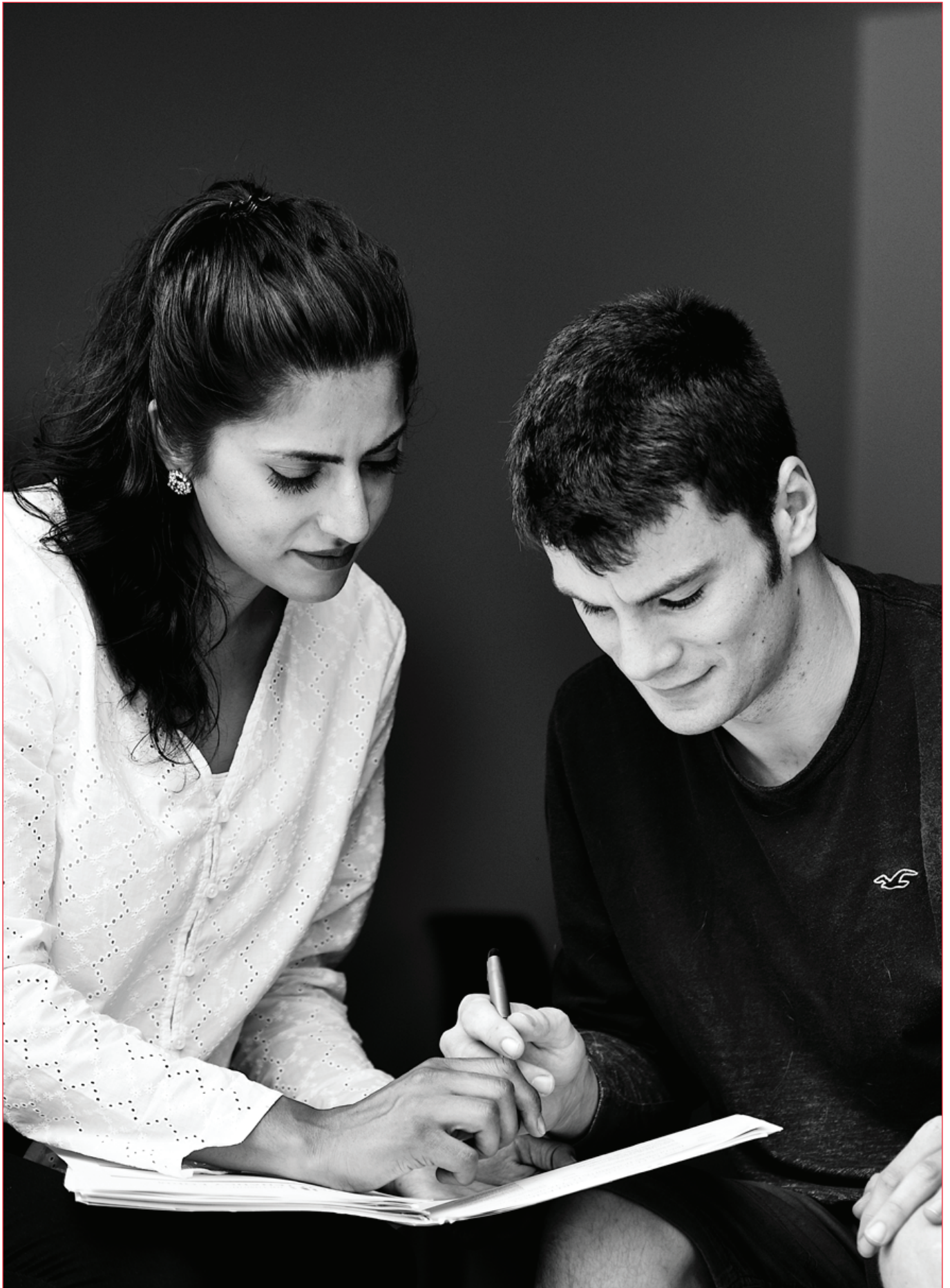
- Arts and crafts materials donated to assist with memory mapping workshops in our schemes.
- We funded a petting zoo to attend our Extra Care Scheme in Grimsby, giving residents an opportunity to meet snakes, cats, dogs and other animals. The feedback was very positive for the second year running.

- We funded a number of gardening initiatives over the past year to help residents come together, be proud of their schemes and make them feel more inviting and homely. This also encourages residents to spend time outside being active. New and established scheme gardening projects are proving worthwhile and have a positive impact on scheme interactions and wellbeing.
- IH also funded a number of college courses for individuals and provided funding towards Easter and Xmas scheme parties.

These are just some examples of what can be achieved to help our residents participate in scheme and community activities, reducing isolation and encouraging community and scheme engagement.





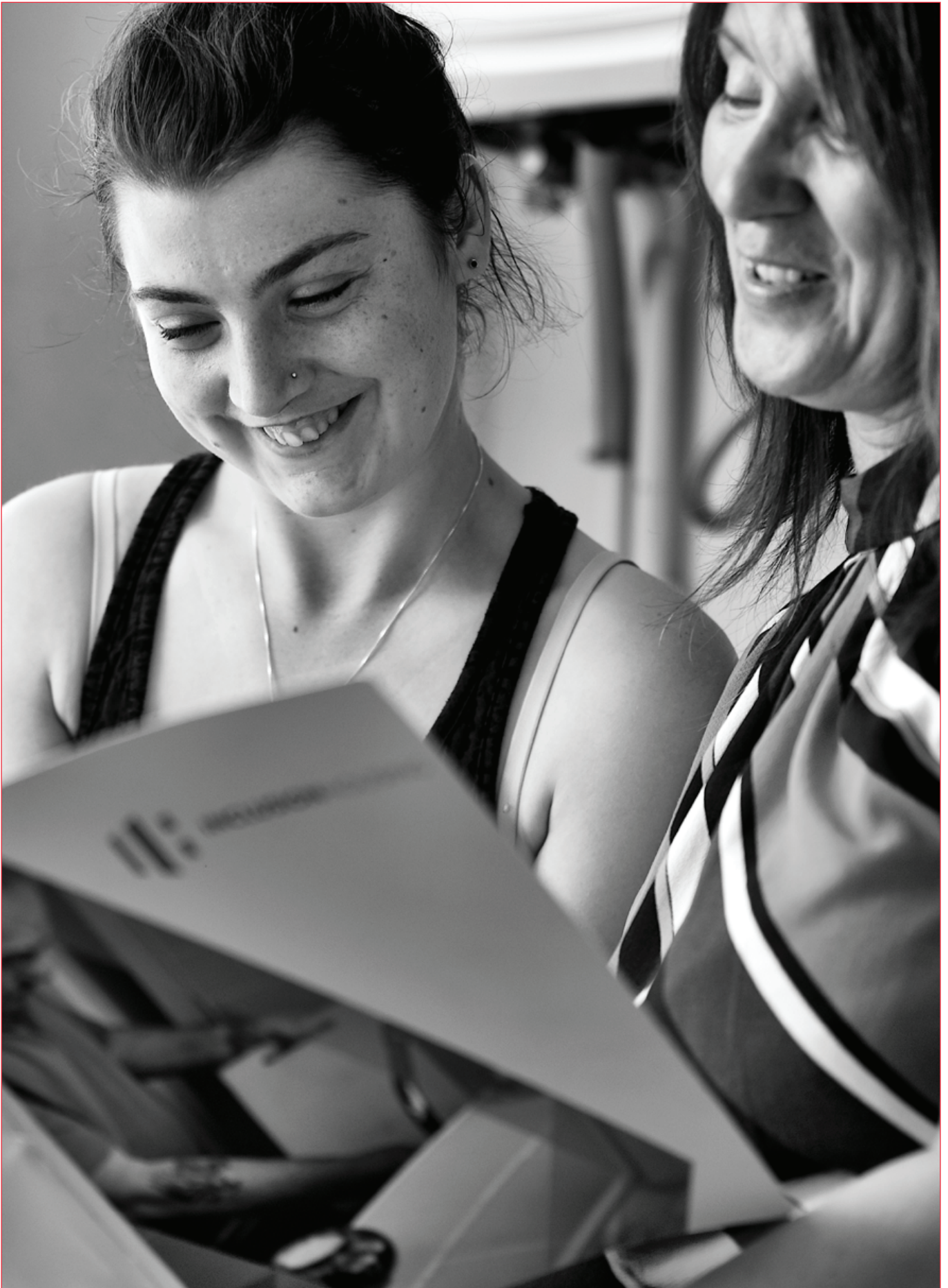




## 6.0 HOMELIFE INVESTMENT

During the reporting period, the following activities / initiatives have been approved, delivered and funded through our HomeLife project:

Scheme	Project	Cost
Westfield Road, Sheffield	Spectrum Active course 3 months	£152
Balls Road, Wirral	Paint and canvases	£100
Lorne Road, Northampton	Resident door supervision training course	£195
Balls Road, Wirral	Paint and canvases	£100
Jardine Crescent	Visit Tank Museum	£240
Strand Court, Grimsby	Easter party	£50
Strand Court, Grimsby	Petting zoo	£100
Rowan Court, Bournemouth	Painting garden structure	£106
Strand Court, Grimsby	Summer fete	£200
Pensby Road, Liverpool	Painting canvas	£150
Caistor Road, Grimsby	Providing fishing licences	£120
Sorogold	Fence painting	£128
Brindley Moss	Providing a reading area	£150
Seafarers Way, Sunderland	Various activities over 12 week period - pamper day, arts & crafts, bingo, coffee mornings	£414
Bluebell Court, Shiremoor & Emery Court, Cramlington	Safety Works training in Newcastle	£275
Lingroyd Ave, Halifax	12 cookery course	£79
Magnet Court	Painting & decorating course	£120
Dradishaw Road	Cookery course	£250
Empire Court	Healthy eating course	£75
The Boathouse	Karaoke/Disco	£70



## 7.0 FUTURE DIRECTION

### 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 established 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 IH 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.





IH's **2019-20 Project Plan** shows progress made against each objective:

■ Complete   
 ■ Progressing   
 ■ Not Achieved / Carried Forward

Activity	Actions	Timescale
<b>Resident Involvement database</b>	Check database content for each area and keep up to date on an ongoing basis	Ongoing
	Identify partner organisations and local activity in selected patches	Ongoing
	MAs to work with scheme managers to identify local activity and support groups	Ongoing
<b>Mystery Shopping</b>	Review questions aligned to Service Standards (add in live chat and customer website ratings)	Complete Mar 19
	Appoint / brief resident mystery shoppers / partner organisations	Mar 19
	Set target for MAs to be involved in mystery shopping as part of daily work	Complete Mar 19
	Undertake mystery shopping aligned service standards	Complete Mar 19
<b>HomeLife</b>	Roll out £1k target budget to all MAs for 2018/19.	Complete Mar 19
	RMs to work with MAs to spend remaining budget by March 2019	Mar 19
	Identify outcomes and success stories arising from HomeLife to include in residents newsletter, other publications and website	Mar 19 and ongoing
	RMs to identify other scope for HomeLife activity	Ongoing
	Present proposals to Ops Director	Ongoing
	Ensure that HomeLife budget is spent on appropriate projects during 2018/19 & 2019/20	Mar 19 and Mar 20
<b>Customer Satisfaction</b>	Analyse Customer Satisfaction Survey results at scheme level	Complete Jan 19
	Identify schemes which had lower than average customer satisfaction ratings	Complete Jan 19
	Work with MAs, scheme managers and residents to identify scope for improvement	Complete Jan 19
	Develop improvement action plans for each scheme	Complete Feb 19
	Present scheme proposals to Ops Director	Complete Feb 19
	Undertake new customer satisfaction survey in June 19	June 19 and annually
<b>Establish resident representatives</b>	Identify resident representatives to work share their views and ideas for improvement	Jul 19
	MA to visit reps and other residents to confirm support	Jul 19
	MA to meet reps during scheme visits	July 19 and ongoing
	MAs to identify other scheme reps during scheme visits	July 19 and ongoing
	MA to establish plans for scheme improvement and discuss with RMs	July 19 and ongoing

IH's **2019-20 Project Plan** shows progress made against each objective:

Complete
  Progressing
  Not Achieved / Carried Forward

Activity	Actions	Timescale
<b>Produce written resident communications</b>	Contribute to corporate newsletter including 'You Said We Did'	Jan 19 and 3 monthly
	Gather resident feedback on newsletter to inform future editions	Apr 19 and ongoing
	Produce resident annual report	Jan 19 and Jan 20
	Produce Resident Involvement Statement	Mar 19 and Mar 20
	Produce resident case studies for inclusion in written communications	Ongoing
	Produce VFM Self-Assessment Statement	Sept 19 and 20
<b>Customer website</b>	Review customer website content with residents	Complete Aug 19
<b>Resident training</b>	Identify residents' requirements for training arising from other work	April 2019 and ongoing
	Develop Market stall project enabling residents to develop new skills	Complete Mar 19
<b>Resident consultation on services</b>	Consultation on arrears function	Complete Feb 19
	Consultation on service charges function	Complete Feb 19
<b>Customer Service Excellence</b>	CSE Accreditation yr. 1 surveillance	Complete Dec 18
	Establish requirements for CSE surveillance review	Complete Nov 18
	Undertake actions arising from 2018 CSE surveillance review	Complete Mar 19
	CSE Accreditation yr. 2 surveillance	Complete Dec 18
	Undertake actions arising from 2018 CSE surveillance review	Complete Mar 19
	Undertake actions arising from 2019 CSE surveillance review	Mar 20
<b>Customer Focus Group</b>	Establish potential for customer focus group - either actual or virtual	Jun 19

We have experienced some challenges in identifying residents to consistently engage and help shape our services as scheme representatives, if you can assist us with this please do let us know.



**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 **01904 675207**, email us a **hello@inclusionhousing.org.uk** contact us via **Live Chat** through your customer account or contact your **Managing Agent**.



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