

Shoreline Housing Partnership

Statement of Community Involvement

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Introduction

Shoreline Housing Partnership embraces its role in its neighbourhoods and sees both tenant and community involvement as fundamental to providing excellent services to all stakeholders within those communities

This statement reflects Shorelines resolve to delivering a strategy that allows the organisation to offer all tenants and residents living within its neighbourhoods the opportunity to engage in and influence the decision making process.

This statement also underlines Shoreline Housing Partnership's commitment to an inclusive process of engagement and involvement throughout all phases of consultation, thus providing an open and transparent policy that determines the direction of any future Neighbourhood Investment Planning.

Aims

Any involvement of tenants and residents will be undertaken to achieve the following aims:-

- Provide services that tenants and residents need, want and appreciate
- Create homes and communities in which our tenants positively want to live
- To achieve a better understanding and relationship between Shoreline Housing Partnership, its tenants, residents and stakeholders
- Increase tenant and resident satisfaction
- Increase overall tenant and resident involvement in matters that affect them

- Develop the skills, knowledge and experience of tenants and residents
- Empower tenants and residents to take greater control, responsibility and ownership
- Comply with all statutory and regulatory obligations

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Our Approach

Shoreline Housing Partnership is aware that collectively and individually residents make a real difference, not only to their own communities but to policy development, decision-making and service delivery.

Our residents are at the heart of everything that we do and we will encourage them to become involved in shaping the services that they receive from us. Our commitment to resident involvement is continually re-enforced with staff and impressed upon all new employees during their induction.

Effective involvement is about providing a wide variety of opportunities to involve tenants and residents, at a pace and level that they choose.

Shoreline Housing Partnership's Corporate Plan has customer focus as a key value, therefore tenant and resident involvement is proactively encouraged and our commitment to resident involvement incorporates the Housing Corporation's themes.

This approach will help Shoreline Housing Partnership achieve its vision of 'Creating communities to be proud of' thus providing quality homes and services that people want, in communities where they want to live.

Methods of Involvement

In order that every one is given an equal opportunity to participate Shoreline seeks to promote a number of methods of participation that allows the community to be involved at a number of levels.

Shoreline Housing Partnership is keen to work with established groups but understands that such models alone cannot provide an effective approach to involvement for all. By adopting a variety of methods, both formal and informal, collective groups and individual representation, Shoreline Housing Partnership can provide a mechanism that helps reduce social exclusion and the marginalisation of minority groups.

To achieve maximum tenant and resident involvement Shoreline Housing Partnership is currently supporting and developing the following methods:-

- **The Borough Wide Tenants Assembly**

Shoreline Housing Partnership recognises the value to itself, and to tenants' and residents' associations in North East Lincolnshire, of supporting the Assembly to be an independent body which provides a collective voice for tenants and leaseholders.

Shoreline Housing Partnership undertakes to consult formally and informally with the Assembly, as appropriate, on all policy issues which may affect tenants or their representative associations, and to take account of any representations made by the Assembly, prior to any formal consultation of individual tenants.

To facilitate this, Shoreline Housing Partnership positively welcomes and encourages the attendance of representatives nominated by the Assembly as active members of working groups established to develop relevant areas of policy.

Shoreline Housing Partnership undertakes to provide such training, information and reports as may be required to equip the Assembly and its nominated representatives to perform this role.

Shoreline Housing Partnership also recognises that as a membership-based organisation, the Assembly has a range of organisational and administrative functions, as well as a need to encourage growth and membership renewal. To enable the Assembly to do its job properly Shoreline Housing Partnership undertakes to provide a sufficient level of resources.

This amount of resources will be subject to the submission by the Assembly, and approval by Shoreline Housing Partnership, of an annual Plan, Service Level Agreement and budget proposal based on a review of performance over the previous year and a set of targets for the year following.

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- **Tenants and Residents Associations**

Shoreline Housing Partnership will encourage and support the introduction of Tenant and Resident Associations throughout all its neighbourhoods. In partnership with the Borough Wide Tenants Assembly, Shoreline Housing Partnership will actively promote and pursue wide representation within neighbourhoods for membership of tenants and residents on such associations and representation on the Borough Wide Tenants Assembly

An assurance is given that any representation on an association should be inclusive of all recognised hard to reach groups and will ensure that equal

opportunities are incorporated within a model constitution of any such association.

Should neighbourhoods choose to adopt a Tenant and Resident Association, Shoreline Housing Partnership guarantees it will:-

- Keep tenants and residents well informed about the organisation's activities and the decisions taken
- Involve tenants at an early stage, having their views properly taken into account by Shoreline Housing Partnership
- Involve tenants and residents in discussions. Influencing direction and taking part in decision making
- Encouraging tenants to take delegated decisions for themselves

Through recognition that community involvement by definition is cross tenure, Shoreline will offer Tenant and Resident Associations the option of adoption of a 'Neighbourhood Cross Tenure Tenants Compact'. These compacts will operate at local level and will be developed in partnership by an association's committee, the Borough Wide Tenants Assembly and Shoreline Housing Partnership.

- **Focus/Action Groups**

Shoreline Housing Partnership will proactively identify and assist individual 'Focus/Action Groups'. Shoreline Housing Partnership sees such Groups as a mechanism for the delivery of specific projects and will provide resources and support to assist these groups to achieve the objectives of any appropriate project.

- **Tenant Board Membership**

Shoreline currently has 5 representatives at Board level. There is a Tenant Board Members Recruitment and Succession Policy. This policy incorporates an appointment process that allows for appropriate rotation and selection of current and future Board Members

As a forward thinking organisation Shoreline Housing Partnership realises and understands the need for continuous change and strives to introduce new and innovative methods for tenant and resident involvement. We welcome the challenge to develop better and more effective ways on how this can be achieved this may include:-

- Tenant and Resident Panel - A collective group of representatives selected throughout all neighbourhoods
- Mystery Shoppers - Involving tenants to assess services
- Out on the streets - Tenant/Resident Inspection Walkabouts
- Improvement Suggestion Boxes - At recognised access points
- Trigger Points- (Used by the community to flag where areas of service delivery fall below an agreed level).

- Open Membership (All Tenants given the opportunity to become members of Shoreline).

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- **Resources to support tenant and resident Involvement**

Shoreline Housing Partnership will provide both practical and financial resources to support tenant and resident involvement by providing:-

- Dedicated staff
- A specific budget to support all involvement
- A training programme for tenants facilitated by the Borough Wide Tenants Assembly.

Consultation

Shoreline Housing Partnership provides an assurance that it will consult with all stakeholders in all areas of service delivery through the creation of Neighbourhood Investment Plans. Through Neighbourhood Investment Plans, Shoreline Housing Partnership will conduct significant consultation that seeks to identify the community's priorities within a given neighbourhood.

Adopting a process that gives tenants and residents direct involvement through working groups, they have a realistic opportunity to direct how Shoreline's Investment Plans are shaped and produced, thus influencing any action plans required to satisfy the neighbourhoods priorities

The Borough Wide Tenants Assembly is included at every stage of the planning process and can influence choice in achieving decent homes for all and environmental improvements.

Shoreline Housing Partnership will ensure that we consult all tenants and residents affected by major works and new projects. Tenants and residents will be given the opportunity to discuss and comment on planned work, we are committed to taking account of their comments. Opportunities for consultation may include:-

- Meetings with affected residents and tenants
- Exhibitions
- Open days and drop in sessions
- Home visits
- Surveys
- Meetings with staff and contractors
- Information on results of consultation

Regeneration

Shoreline Housing Partnership is dedicated to neighbourhood renewal and has put considerable resources towards making this achievable in those areas of most need. An essential element to sustainable communities is the community's involvement.

Shoreline Housing Partnership has therefore introduced a 'Grant Funding' scheme that allows for all neighbourhood stakeholders to participate in the regeneration of their neighbourhoods at a number of levels. Three grant levels have been introduced:-

1. Community Grant (Up to £250)
2. Neighbourhood Grants (£250 up to £5,000)
3. Investment Grants (£5,000 and above)

A set criterion has been introduced that ensures access to funding is available to all.

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Measuring success

Shoreline Housing Partnership will measure the success of its tenant and resident involvement in a variety of ways to ensure that we are carrying out positive, popular and effective involvement which helps meet the aims of our strategy, this will include:-

- Assessing the impact of all tenant and resident involvement activities
- Annually summarising the success of all tenant and resident involvement activities
- Collecting and collating anecdotal verbal and written feedback from tenants and residents
- Gathering the views and opinions of officers attending tenant and resident involvement events
- Assessing progress against the objectives and targets contained within the Neighbourhood Investment Plans
- Collating feedback from partner agencies and other stakeholders.
- Summarising all the improvements and changes made as a result of involving tenants and residents.

Equality and Diversity

We will involve all the diverse sectors of the communities we serve, irrespective of race, gender, disability, faith, sexual orientation or religion. We will take into account the individual needs of all tenants and residents. Wherever possible, do everything to make it easy for tenants and residents to participate.

We will continue to use a host of measures that already form part of the Shoreline Housing Partnership's mainstream approach to involving the diverse and difficult to reach members of our communities. We will apply our tenant and resident involvement pledges to all activities and continue to commit ourselves to generating and increasing awareness of equality and diversity issues.

This will enable our tenants to have the confidence in us to involve all members of our communities and provide real opportunities to hear all voices, opinions and ideas.

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