

Involvement Bulletin #2

Spring 2010



Involvement Proposal Approved



Richard Wright
Resident Involvement
Manager

The Board has agreed a 17 point proposal residents have made to improve involvement at the Trust. In 2010 there will be new ways to have a say and improve services.

Residents decide best way forward

Over the last seven months, 28 residents have got together and thought about how to improve involvement. Ten elected representatives formed the Involvement Steering Group and met in York in November to write a final proposal based on their ideas. This proposal was submitted to the Board on 15 December 2009. The Board welcomed and approved it.

Joe Robinson who champions involvement at the Board says: *“The Board are totally behind the resident involvement agenda. If we all work together we will be able to measure real outcomes resulting in better tenant satisfaction and improvements in service delivery.*

New Ideas

A few of the 17 recommendations made are:

- On a one year trial, set up three Service Improvement Groups- for access, repairs, and customer care.
- On a one year trial, set up an elected panel to oversee these groups and ensure residents are driving change at the Trust.
- Create new roles for Tenant Inspectors to do on site checks, and Peer Reviewers to talk one to one with residents about their services at sheltered schemes.

Review

In December 2010, the Involvement Steering Group will review the new groups to see how they faring and recommend whether or not they should continue.



Joe Robinson
Board Member



Reader Approved

→ Easy to read
→ Jargon Free

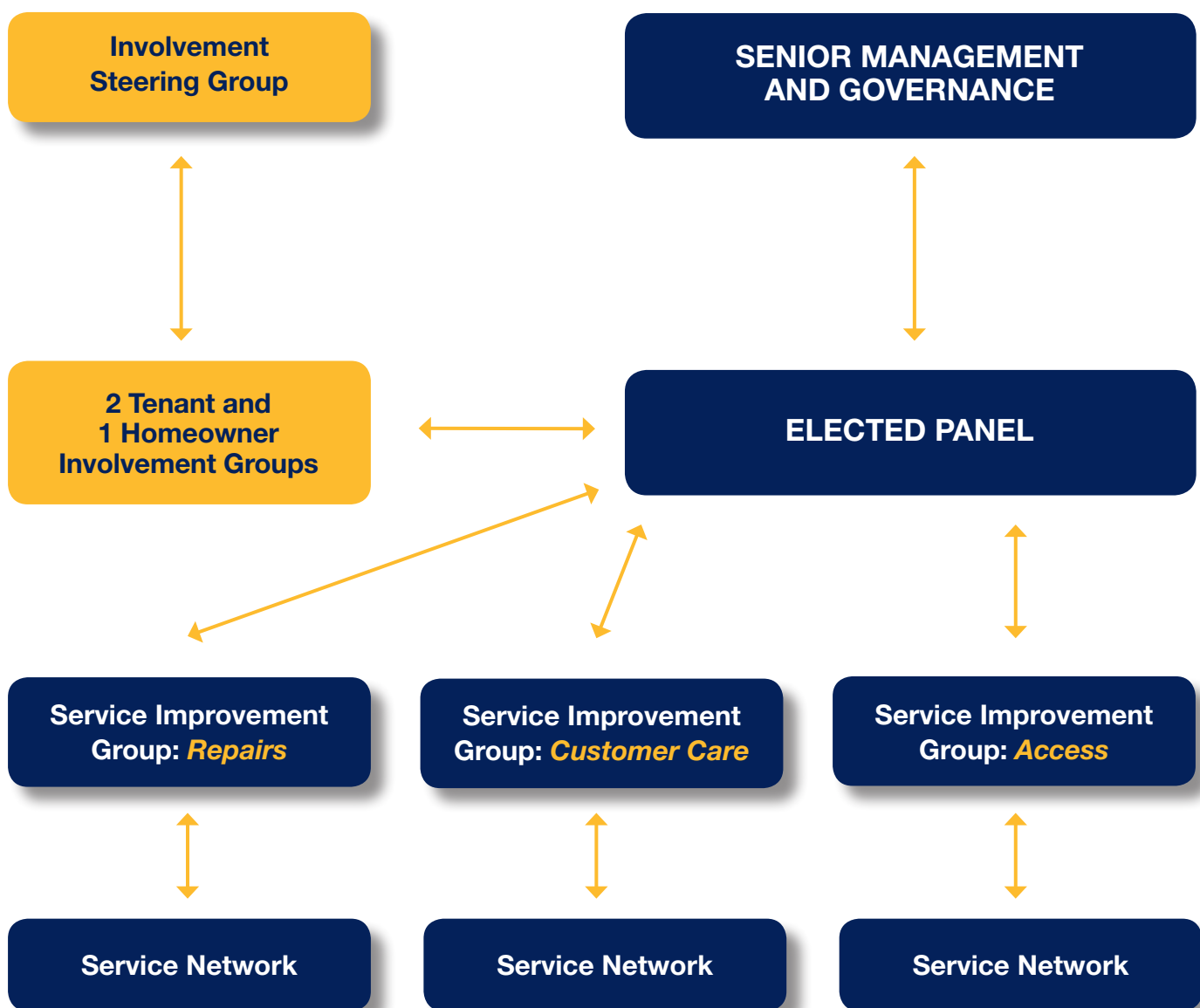
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The diagram shows the new ways of involving residents that are being tried out for a year to see if they work or not.

Do you want to get involved? Right now we are seeking members for the Service Networks. See the tear off slip on the back page.



What do the Service Improvement Groups do?

REPAIRS - both the ones done on a day to day basis and those we plan far in advance.

CUSTOMER CARE - keeping our standards high for communication and acting on complaints.

ACCESS - making sure there are no barriers to getting our services and properties.

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New ways of involving residents piloted in 2010

Service Improvement Groups: Engines for Change

Up to ten residents will meet directly with the manager responsible for a service. They will learn about excellent service, find out what residents think, and check on performance. Most importantly they will make recommendations for improvements. Each Service Improvement Group is an engine for change. Residents from the Tenant and Homeowner Involvement Groups are starting these groups in March 2010.

Elected Panel: Belt and Braces

A group of resident representatives will meet with a senior director on a regular basis to discuss progress on service improvement. This is a belt and braces approach to ensure residents are listened to and taken seriously. If residents feel

managers are not doing this they can raise concerns here. The Elected Panel will scrutinise any element or service within the Trust it wishes to and request service reviews as required. Twelve residents are voted onto the Elected Panel.

- 2 elected from each of the Service Improvement Groups (6 residents)
- 2 elected from the North East Tenant Involvement Group
- 2 elected from the Retirement and Sheltered Housing Tenant Involvement Group
- 2 elected from the Homeowners Involvement Group.

Service Networks: Involvement for All

Each Service Improvement Group will have a partner in change - called the Service

Network. Each Network is made up of residents who are interested in change within a service area, but do not wish to attend regular meetings. For example they may do surveys about a service like repairs. Other residents might help with mystery shopping, peer reviews or inspections. See page four to find out how you can join a Service Network.

Involvement Steering Group: Overseeing the Pilot

The new ways of involving residents will be reviewed in July and December 2010 by the Involvement Steering Group. They will report back to the Tenant and Homeowner Involvement Groups in 2011 to decide whether or not to continue with them.

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Service Networks: Real influence, the way that you prefer



With Service Networks you decide the level of involvement you want.

Here are some of the ways you can be involved in a Network:

- *Survey Groups:* Surveys will only be about one service area. For example, if you joined the Repairs Network, you might get a survey about the ranges used for kitchen choices.
- *Mystery Shoppers:* A mystery shopper might phone a Service Centre and ask for a repair - to check that staff were courteous and knew what they were talking about. The Trust has already done a very successful mystery shopping exercise with residents.
- *Peer Reviewers:* A Peer Reviewer meets other residents to talk in a personal way about a service they get. For example a Peer Reviewer might ask residents about window cleaning.
- *Inspectors:* An inspector might check a scheme to make sure it's accessible for someone with a disability or make sure a home which is going to be let is of a good standard.



For the Attention of Richard Wright, Resident Involvement Manager

If you would like to join a Service Network complete this form and give it to your scheme or housing manager - or mail it to Astra House, Spinners Lane, Poynton, Cheshire, SK12 1GA. Alternatively, phone Richard Wright on 07816821293 or email, richard.wright@jjhousing.co.uk.

Name: _____

Address: _____

Telephone Number: _____ Email: _____

1. Tick one or more Service Network you would like to join:

- Repairs Network Customer Care Network Access Network

2. How would you like to be involved (tick one or more):

- Surveys Mystery Shopper Peer Reviewer Inspector

If you ticked surveys, how would you like to do them (one or more)?

- by Post by Email by Phone