

Draft summary of Ascham Homes' Resident Participation Compact-2010 – 2013

This publication is a consultation document for residents and will be available from January to March 2010. Thereafter, a revised summary incorporating residents' feedback will be produced and published.

1. What is a Compact

The section outlines what Compacts are following the 2005 review and what they should include, which are listed below:

- Housing services with regard to the opportunities that exist for tenants to become involved, particularly with decision making;
- Resources that are available to support tenants' participation;
- Standards for meetings;
- Standards for tenants' groups;
- Involving tenants groups in decision making;
- Monitoring and measuring performance

The Resident Participation Compact is a binding agreement and is based on the Government's standards in the National Framework for Tenant Participation Compacts.

2. The Compact Promise

This section outlines what the Resident Participation Compact states. It is a formal agreement between us, the London Borough of Waltham Forest and the Council's tenants and leaseholders. We will

- make sure that our residents have genuine opportunities to take part and influence all aspects of providing, managing and maintaining their home and immediate environment.
- We will ensure that we put residents at the heart of decision making and give residents a real say about the service they receive, and most importantly we will make sure that every resident has the opportunity to get involved in a way and at a level that they feel comfortable with.
- We will put residents at the heart of decision making, we need residents to have a real say about the service they receive, and most importantly we will make sure that every resident has the opportunity to get involved in a way and at a level that they feel comfortable with.
- Residents will be actively involved in the decisions made about their homes, including being part of the Board of Ascham Homes.
- Residents will be given the help, information and training they need to enable them to have the skills and confidence to actively get involved.

- A wider range of residents and community groups will be recognised by Ascham Homes to encourage wider community involvement.
- Residents will receive regular information and feedback about their contributions to improving the service.
- Ascham Homes will report back on the impact of resident involvement and actions or changes that have been made as a result of residents getting involved.

To achieve an increase in resident involvement and resident satisfaction we will:

3 Involving residents in shaping the service

How this will be done

- Increase opportunities for residents to get involved
- Demonstrate improvements made to the service on issues that residents have raised through complaints made and when completing the annual STATUS survey.
- Demonstrate improvements made to performance of staff based on the results of mystery shopping.

4 To build successful and thriving communities we will:

We will Increase the chances for local residents to make use of the benefit from local community opportunities in the neighbourhoods where they live.

How this will be done:

- We will work closely with other organisations, and the local strategic partnership to improve the way services are delivered and to increase opportunities for residents – such as youth and sports provision, access to training and employment, and health services.
- We will increase opportunities to get funding for projects on our estates – such as refurbishing playgrounds and green spaces.
- We will promote the use of local community facilities as places to deliver community services.

We have devised a set of service standards which govern how we inform and consult residents. These can be found on the Ascham Homes website www.aschamhomes.gov.uk.

5. Vision and priorities

Our vision - Working together to provide quality homes in a thriving community.

Our priorities

People: Listening and responding to your needs

Resources: Making the best use of your money - doing more for less

Improvement: Achieving very high resident satisfaction through service improvement

Development: Rewarding the can-do attitude and commitment of our staff

Environment: Community impacts through joint action

Our aims

- We will work together to make sure that Council tenants and leaseholders are properly informed, consulted and involved as part of an effective partnership. We will recognise and respect the needs of everyone in our community.
- We will deliver a customer focused and cost effective housing service of the highest standard to meet the needs and priorities of our residents now and in the future.
- We will make sure that as many of our residents as possible have better opportunities to take part in their housing services and in managing and maintaining their homes and local neighbourhoods.

Our objectives

To achieve our aims we will:

- Help you and other residents including traditionally under represented and disadvantaged sections of our community to play a central role in the decision making processes for your housing services;
- Work with you to involve you in monitoring, reviewing and putting effective policies, strategies and performance standards into practice for your housing service. This includes policies and strategies for involving residents;
- Develop new ways of reaching and involving all sections of our community, with the widest possible range of opportunities for all our residents and residents groups, within our community to become involved at the level they choose;
- Listen to you and respond to what you tell us, with the aim of always improving performance to provide services that meet the needs and wishes of current and future residents;
- Constantly try and improve communication and feedback between you, us and the council and make sure that you have accessible information about housing policies, strategies and service standards;
- Provide support and resources within our budget and the law, to give you the chance to take part in managing your homes and surrounding area and
- Fully support you if you have special needs, in a way that means you can take part actively in the decision making process.

6. Getting Involved and Keeping involved

This section sets out the standards for resident involvement activities carried out by the Company and our partners. These standards cover issues about equal opportunities, consultation, information, meetings, support for Tenants and Residents Association, support for informal and formal groups, new approaches, training, monitoring and measuring performance and access to independent advice and information. The Council, Ascham Homes, providers and residents groups are signed up to these principles.

7 If we can't agree

This section sets out how we will deal with complaints about the resident participation compact. There four stages to the process, we expect the majority complaints to be settled at Levels 1 and 2.

8 The Compact contains detailed guidance on

- How to get involved
- The right to manage
- Supporting resident involvement
- Reaching out to everyone
- Support from the resident involvement team
- Financial support for tenant and resident associations
- Measuring the impact of resident involvement