

Reviewing your Resident Engagement Strategy

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Scrutiny.net



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What are we going to cover?

- Why review your strategy?
- Becoming strategic
- Meeting requirements and additional extras
- Demonstrating VFM
- Involve tenants as stakeholders



What is the case for a review?

- New standards in April
- Co regulation has been renewed
- Supporting other parts of the business
- Organisations reviewing their corporate, business and financial plans
- Tightening budgets
- A role on welfare reform
- A role in health and wellbeing
- Changes due on complaints



Meeting corporate objectives

- What are they and how do they link to TIE
- How can you support and link to other parts of the business? What are your staff improvement groups?
- A root and branch review of the current resident involvement structure, the tenants groups, outcomes and how links
- Meeting the expectations of the regulator – any gaps
- A review of staffing which supporting the activities, their role profile, reporting line and costs
- A review of the budgets available, how spent on and how might be better used
- What would you like to do?

Common issues

- Lack of knowledge of co-regulation beyond resident involvement – Can you involve the managers in all departments?
- Lack of co-regulation in TIE in other teams action plans of other managers. how you can help
- Initiatives v mainstream service and funding
- Low expectations of tenants involved in governance
- Have you got complaints and feedback right?
- How far ahead can you forward plan?

Becoming Strategic

- Board Members, TBMs and Executives
- Knowing and understanding the 3/5 year plan of the business
- Linking your work to business objectives and those of others
- If you need to make a case for review – show how involvement links with welfare reform (Camden Angels) and Health (supporting well being work and accessing new health monies)

Regulatory Requirements

- Co-regulation of all customer facing services
- Scrutiny
- Policy influence
- Cashback
- Right to Manage
- Recommendations on performance
- Local offer – writing and review
- Annual report



Common structures

- Tenant Board members
- Scrutiny
- Existing structures at resident associations
- Newish structures
- 100 clubs
- Diversity groups
- Service improvement groups
- Task and finish



What role do you want residents to play?

- National policy awareness
- Local Policy review
- Business strategy
- Information review
- Service improvements
- Staff and tenants working together
- Task and finish
- Action planning

Involving Tenants

- How do tenants influence services?
- What has been achieved?
- What has changed?
- How long did that take?
- How have tenants been involved in budgets?
- Is there any participatory budgeting?
- Time in meetings “v” actions
- Who is good at all of these?

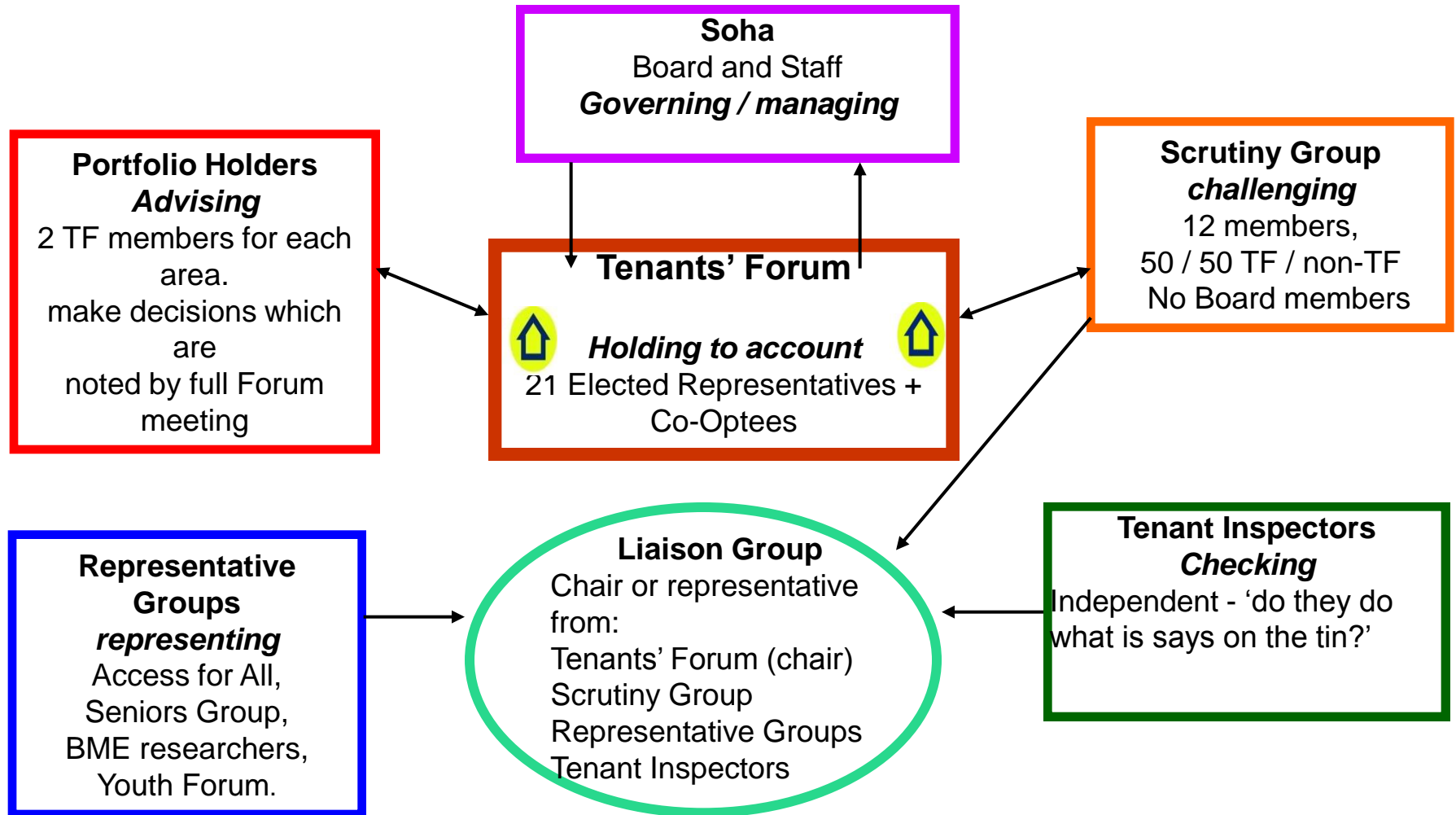


Thinking about structure

- Existing structures
- New structures
- Task and finish groups
- Making a case for change
- Skills and experience
- Competence and representative
- Supportive but critical
- Diversity

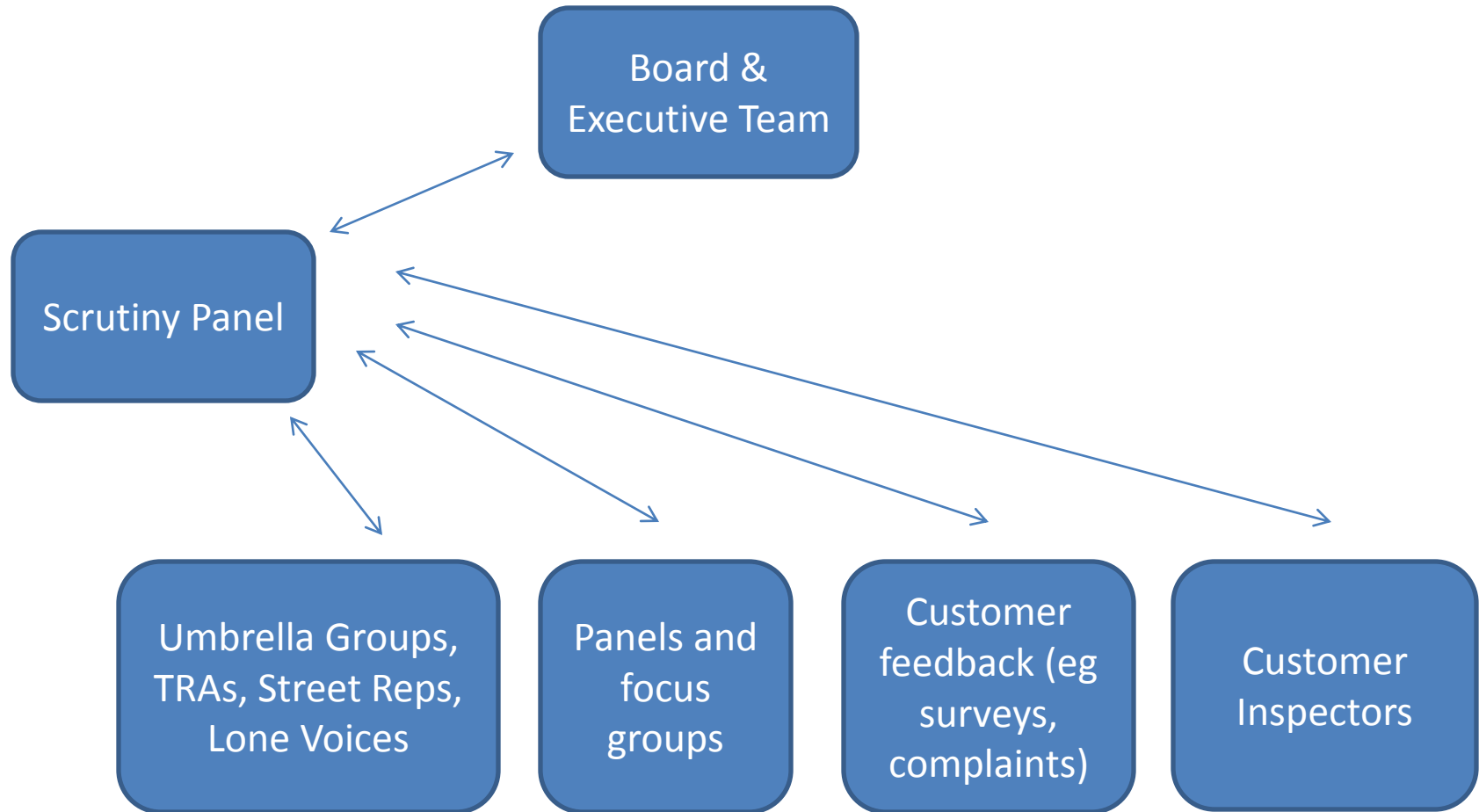


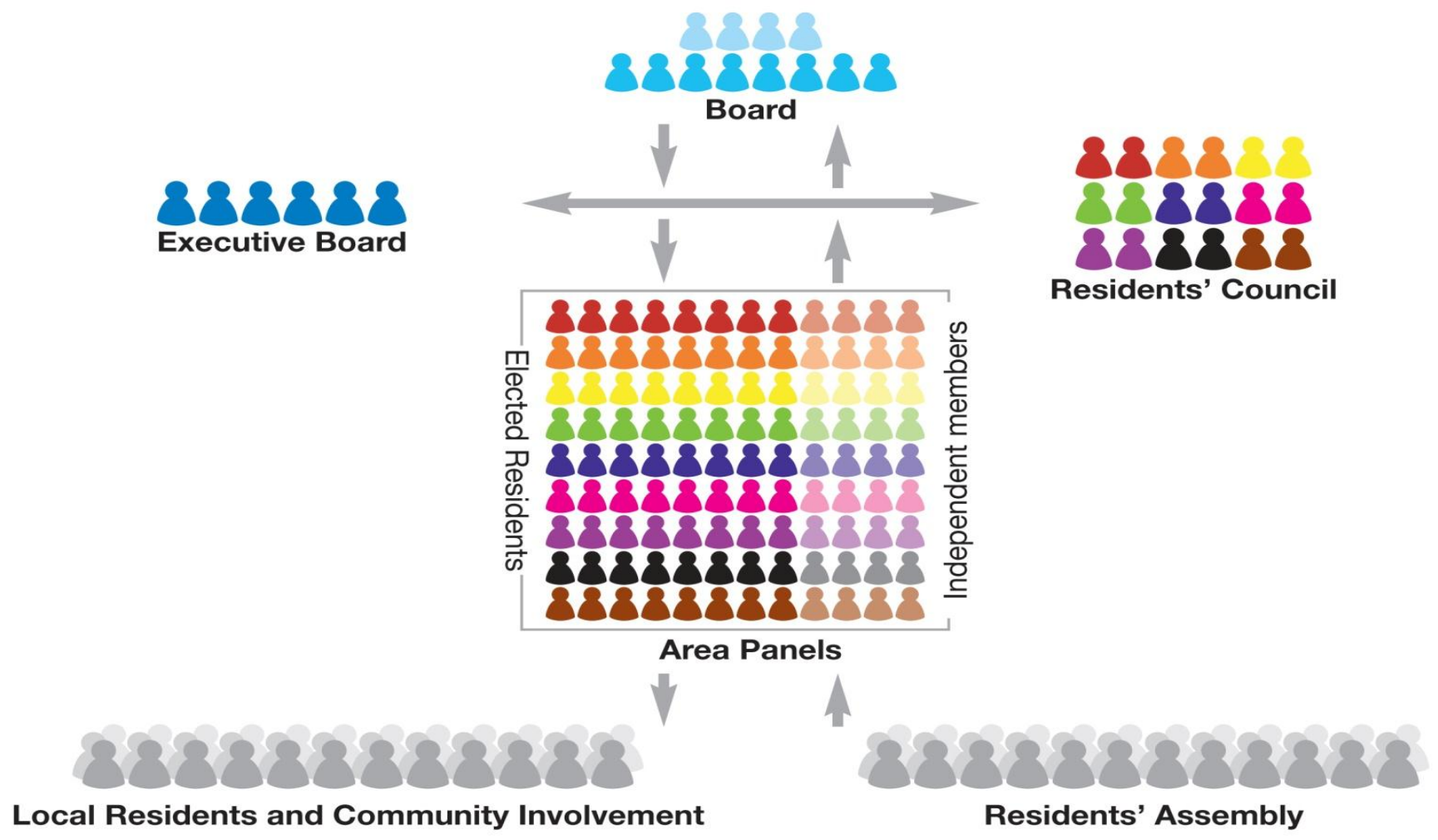
South Oxfordshire HA Co-regulation Model



Wirral Partnership Homes

How we fit in...





The 3 'E's

Economy

- ✓ Price paid for what goes into providing a service
e.g. Salaries, buildings, computers, contracts, supplies

Efficiency

- ✓ A measure of productivity
- ✓ How much you get out in relation to what you put in

Effectiveness

- ✓ A measure of the impact achieved
- ✓ Qualitative or quantitative or both



Four ways of achieving VFM

- ✓ Reduce inputs (level of resources) for the same results
- ✓ Reduce prices (cost of resources) for same results
- ✓ Improve results using the same resources
- ✓ Increase inputs (resources) for proportionate increase in results

Value for Money

Activities

- Budget – Base; Training; Support; Staffing
- Support for staff and links to other services

Continuous Improvement

- Links to performance and benchmarking
- Linking customer and landlord strategic plans

Governance

- Stakeholder engagement
- New VFM assessment
- Transparency and accountability
- Links to Boards and Council Committee's

Consider (for VFM)

- Flowcharting processes
- Reducing paperwork and using more social media
- Using performance information for action
- Choosing the right benchmarking club
- Reducing waste
- Prevention /early intervention

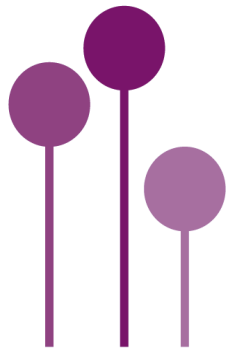
Background reading and ideas

- NTO joint report on tenant panels – lots of options there
- SEP and Centre for Public Scrutiny Report – easy read x 3
- TSA New Standards
- Accreditation schemes – NTO and SEP
- Membership organisations – CIH; NHF; NHC & SEP

Thank-you for listening

Questions and Discussion

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