



Liverpool Mutual Homes Tenant and Leaseholder Involvement Strategy

Pride in Our Homes, Proud of Our Neighbourhoods

Statement

LMH are committed to providing excellent services that represent value for money for our tenants, leaseholders and other customers. Tenants and Leaseholders who use our services are at the heart of everything we do at LMH. We believe they should be actively involved in the management of our services so their views, knowledge and experience can have a real influence on the decisions we make as an organisation.

This Tenant and Leaseholder Involvement Strategy, supported by a robust involvement structure will allow all tenants and leaseholders the opportunity to work alongside LMH to have their say and influence how we deliver our services.

This updated strategy sets out our vision for the future of tenant and leaseholder involvement taking account of the need to ensure there is co regulation of services through tenant scrutiny as well as responding to the challenges facing our neighbourhoods brought about through the reductions in public expenditure.

Our strategy sets out how we will provide opportunities for tenants and leaseholders and members of their families to be involved. LMH also welcome involvement from residents living in the neighbourhoods we serve. This includes homeowners, private tenants or tenants of other Registered Providers

The strategy also sets out how we shall work with partners to develop and encourage involvement from within our neighbourhoods this especially applies to disadvantaged groups including young people, elderly, black and other minority groups.

When we talk about involvement, we mean any service or activity LMH provide, fund, support or organise that enables tenants, leaseholders and other customers to contact LMH and give us their views. This could be through focus groups, community based events, mystery shopping or tenant inspection or responding to a survey or any other method of communication.



Aims and key objectives

The aims and objectives of this strategy are summarised as follows:-

- To create and sustain a genuine tenant and leaseholder led organisation.
- Allow tenants and leaseholders the opportunity to shape our overall business strategy.
- To enable tenants and leaseholders to co regulate our services to ensure they are delivered to the highest quality and give all tenants and leaseholders value for money.
- To provide the kind of services tenants and leaseholders really want by listening to and acting on their views.
- To help regenerate neighbourhoods by responding to the needs of communities.
- To actively promote respect and community cohesion, across our neighbourhoods.
- To work with partner organisations to enhance opportunities for tenants and leaseholders to be involved and bring about change within their neighbourhoods.
- To increase the use of technology to enhance the opportunities for tenants and leaseholders to be involved.
- To actively engage with recognised hard to reach groups including black and other minority groups, young people, older people through use of customer profiling information.

Statement

The statement below outlines LMH's commitment to tenant and leaseholder involvement

“Liverpool Mutual Homes is a tenant led organisation. We have customers at the heart of everything we do and they are involved in decision making at every level.”

Customer involvement is a two way process which involves sharing information and ideas. Liverpool Mutual Homes (LMH) is committed to effective involvement and participation. LMH has an established history of tenant involvement which is based on values of trust, openness, mutual respect, honesty, partnership and equality.

LMH believes that customer involvement is fundamental to shaping excellent housing services to create sustainable homes and communities as well as ensuring high levels of customer satisfaction.

LMH view tenant and leaseholder involvement as a dynamic process, continually changing and developing. LMH are committed to supporting the development of tenant and resident groups and encouraging tenants to influence and shape its services. LMH have a flexible approach to tenant and leaseholder involvement aiming to ensure they can get involved at a level that suits them. LMH will update its Tenant Involvement Strategy every three years, detailing our vision for involvement over the coming years.

Involvement and information standards

LMH will ensure that its Tenant and Leaseholder Involvement Strategy reflects current and future regulatory guidance. Current regulatory arrangements require Registered Providers (RPs) such as LMH to produce an annual report which priorities for the next year and how these are going to be achieved. LMH will also report annually on the impact of involvement activity clearly showing what has taken place in the previous year and what impact it has had on service delivery. It will show clear examples of what has changed as a result of tenant influence and if this has brought about improved efficiency and value for money.

LMH is required to provide information on how we have achieved the Tenant Involvement and Empowerment Standard this includes:-

- Clear and comprehensive information leaflets about LMH policies and services
- Regular newsletters
- Annual report about key housing services, including how LMH have performed against standards and targets
- A clear and well publicised menu of involvement opportunities
- Complaints and compensation policy and procedure

How we will achieve our aims and objectives

LMH's vision for the next three years is to give all tenants and leaseholders the opportunity to be involved with LMH.



What we have achieved

We have set up a Tenants Scrutiny Panel to monitor and scrutinise how well LMH are delivering value for money services.

We have recruited a team of Mystery Shoppers and Tenants Inspectors to test the quality of our services and check on customers' experience.

We have established our Review Standards Group, who review services that directly affect our tenants and leaseholders at a local level.

We have formed The Positive Peoples Platform to represent residents from LMH's seventeen Sheltered Housing Schemes to discuss issues relevant to their residents and to give them a voice within the wider involvement structure.

We have developed a Leaseholders Panel to represent the views and concerns of LMH's four hundred plus leaseholders, enabling them to influence the service they receive from LMH.

We have established a Customer Equalities Group who's membership represents the diverse nature of LMH's tenants. The primary function of this group is to ensure all LMH's services are accessible to all persons within the communities we serve.

We have established an Editorial Panel to influence the content and style of our newsletters and other customer communications.

We have developed LMH TV in partnership with Liverpool FACT Cinema to enable LMH to engage with a wider audience through the use of multi media technology. LMHTV will also enable LMH to engage with a younger audience and give Tenant and Resident Groups the opportunity to promote their work in the community.

LMH presently support 39 Tenant and Resident Association's (TARAs) representing communities across the city. Examples of work we have undertaken with TARAs include developing Good Neighbourhood Agreements to help prevent anti social behaviour and improve neighbourhoods.

Each year we develop an annual programme of Community Impact Days where LMH go into neighbourhoods with partner organisations to organise fun based activities, environmental clean ups and give residents the opportunity to come along and discuss issues directly affecting them.

Consulted with residents in all wards in which LMH own stock to identify customer priorities to inform the distribution of our Community Investment Fund.

Our Ward Based Community Investment Fund (CIF) delivers up to £450,000 of funding across our neighbourhoods to fund community based activities that aim to improve health and well being, prevent ASB, enhance employment and training opportunities as well as providing activities for young people or any other disadvantaged groups. Tenants and leaseholders sit on panels that allocate this funding they are also key to deciding on the criteria for allocating against community priorities.

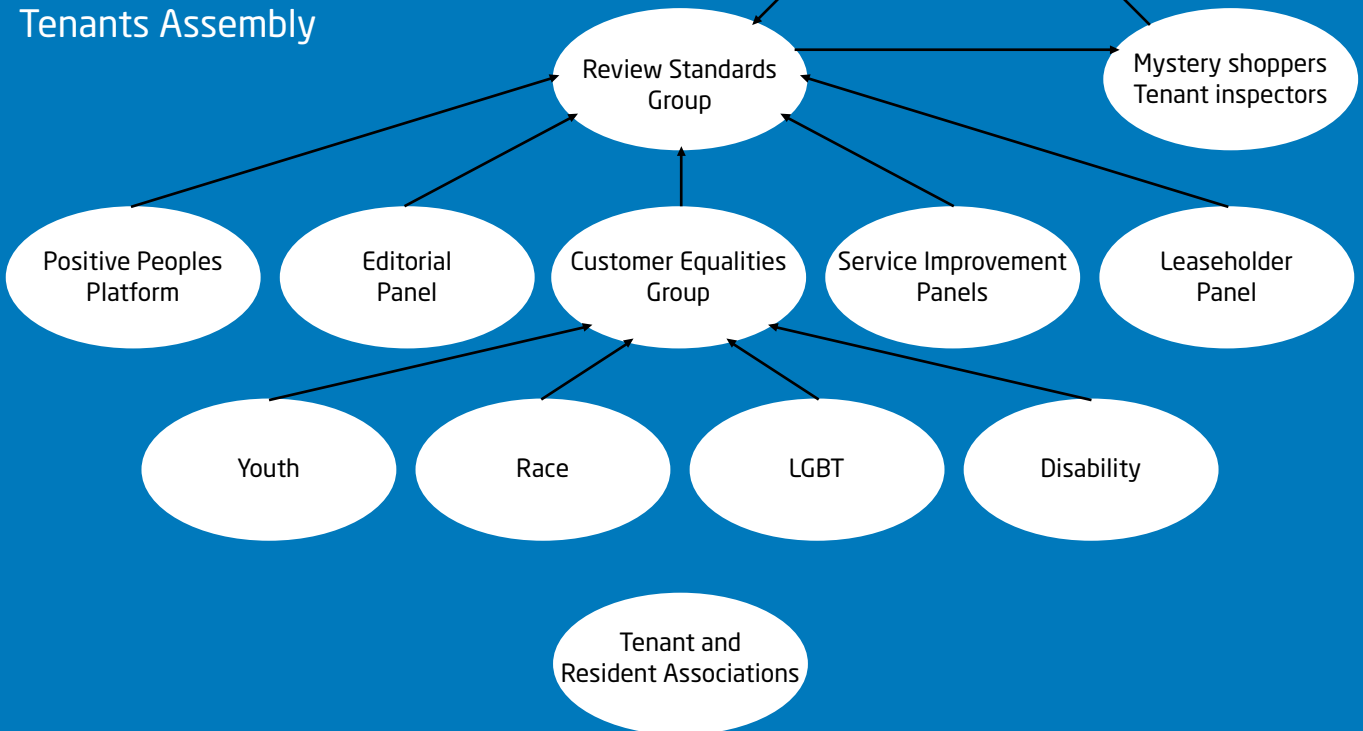


Our Menu of Involvement

Tenants Academy (Training)



Tenants Assembly



What we want to achieve in the next 3 years

In 2011 LMH established its Tenant Assembly, we shall encourage all LMH Tenants and Leaseholders to join our assembly to promote and encourage members of the Assembly to become involved with us at a level at which they are comfortable and can manage within their personal commitments. We will offer an increased number of ways in which tenants and residents can become involved and these are contained within our new "menu" of involvement.

Tenants and Residents Associations (TARAs)

TARAs have representatives on all focus groups within the structure. The Assembly was launched at the bi annual TARA Conference on 3rd November 2011 and residents groups will take an active role in promoting the Assembly within the communities they serve.

Positive Peoples Platform

The sheltered scheme focus group has representatives from all 17 schemes who meet six weekly to discuss issues relevant to sheltered residents. They have recently created a Pet Policy, approved a Communal Lounge Policy and are carrying out grounds maintenance Tenant Inspections.

Customer Equalities Group

The CEG meet quarterly and were originally formed to give views on developing the Single Equalities Scheme. The Group have had input into LMH's new

Financial Inclusion strategy. Recently the group have expressed an interest in working specifically on diversity strands. An LGBT (Lesbian Gay Bisexual Transgender) focus group has been set up and the CEG are currently consulting tenants on setting up specialist focus groups for Race, and Disability.

Editorial Panel

The Panel will have an input into the My LMH six-monthly newsletter delivered to every tenant. They will also approve customer leaflets and be actively involved in devising 2012/13 Annual Report.

Special Focus Groups

Customers have registered their areas of interest and may be asked to attend any consultation on specific services and projects such as voids, repairs, allocations, rents or improvements. We are estab

Review Standards Group

The Group is representative of all other focus groups within the structure and feedback from each focus group will be received at the RSG. There will be a focus on local performance driven by issues the group bring to the meetings. Benchmarking, customer satisfaction information and Tenant Inspections can also be requested by the RSG to enable them to make informed recommendations to the Tenant Scrutiny Panel on future scrutiny exercises.

Tenant Inspections and Mystery Shopping

The RSG and Tenant Scrutiny Panel will drive the programme of work for Tenant Inspectors and Mystery Shoppers who are tasked with reality checking services. At least one Tenant Inspector will attend the Review Standards Group meetings. A group of Tenant Inspectors will be called to action during scrutiny exercises and will be required to report back directly to the Scrutiny Panel.

Tenant Academy

We are also developing a Tenants Academy to provide practical training on Housing issues with the specific goal of building the capacity of customers to scrutinise and challenge the way LMH delivers services. In addition there will be opportunities to learn new skills and gain accredited work and training experience whilst customers are working for the good of their community or helping LMH to enhance its services.

Young Persons Panel

We have developed a Young Persons Panel to represent the views of our 17 – 25 year old tenants'. The panel will identify community activities and projects that would be attractive to young people and get them more involved in their neighbourhoods.



Leaseholder Panel

We will be further developing our Leaseholder panel to enable it to take an active role in developing services affecting this service user group.

Impact Days

We will hold annual programmes of Impact Days, working out in the neighbourhoods with our partners and stakeholders to bring services to the very heart of the communities we serve, offering tenants and leaseholders further opportunities to become involved or simply to enable local information surgeries

Community Projects

We encourage community projects and the use of the community Initiative Fund to tackle priorities identified in our Ward Based working.





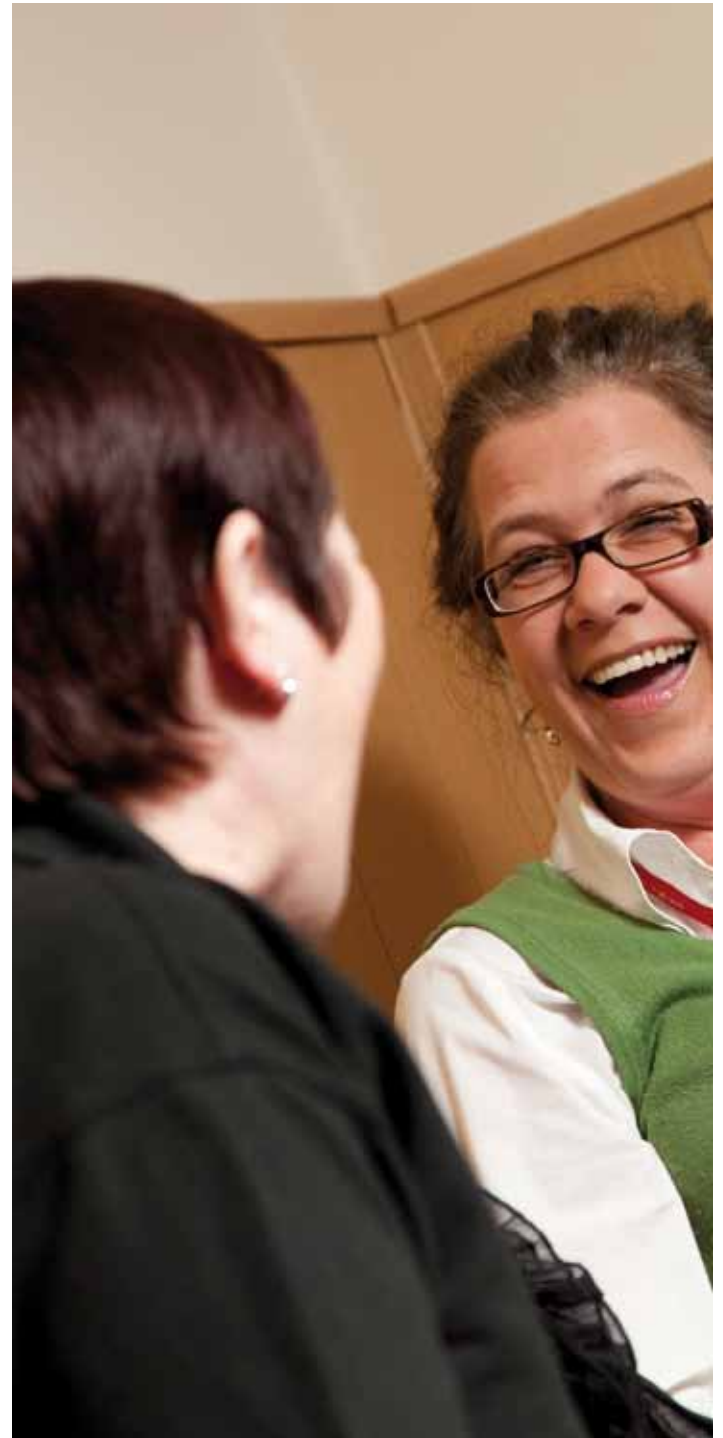
Links to LMH Corporate Plan

Engagement with Tenants and Leaseholders is crucial to the delivery of LMH's Corporate Plan objectives. This strategy cuts across all three focuses but has a particular emphasis on:-

- Operating within an open and accountable environment;
- Delivering excellent customer services;
- Developing a full knowledge and awareness of tenant and leaseholder needs,
- Being attractive to current and potential customers as a provider of social housing and associated services,
- Creating well managed safe and sustainable neighbourhoods with robust demand for LMH properties
- Ensuring the whole organisation, the board and staff are aware of the needs of our tenants and leaseholders.
- Contributing to Liverpool's Strategic Partnership objectives. Working with other partners will be key to delivering this strategy.
- Improving services for young people and other hard to reach groups

Impact on LMH focuses

This strategy impacts on all LMH Focus areas. Tenant and resident involvement is reflected in all our three focuses. This strategy ensures that the voices of our tenants and leaseholders will be heard and their views reflected in the development of LMH's services.



Customer Service Standards

The customer service standards for this strategy are to assist residents to:-

- Be involved in the management of their homes
- Shape policies and delivery of services
- Be equipped to scrutinise performance
- Hold regular face to face events
- Provide a range of training, information and practical support
- Assist establishment of local tenant and residents associations
- Cover out of, pocket expenses for customers who are involved
- Hold meetings and events in accessible locations
- Ensure all LMH tenants regardless of their background have an opportunity to be involved.
- Give feedback on the difference resident involvement has made

Performance Management

Progress will be measured by:-

- Monthly Leadership performance meetings
- Monthly meetings involving Assistant Director Customer Service/Customer Involvement Feedback every three months to LMH's Review Standards Group.
- LMH Internal audit programme

Customer Satisfaction

LMH measure customer satisfaction across all core customer services through an independent company called Voluntas. It is planned that Voluntas will carry out a satisfaction survey for LMH customer involvement service on an annual basis. LMH also carry out a general customer satisfaction survey, previously known as the STATUS survey, every two years. This survey measures satisfaction with LMH involvement service. .

Equality Impact Assessment

- LMH have undertaken an Equality Impact Assessment (EIA) in relation to its Tenant and Leaseholder Involvement Structure. This helps us to ensure no groups of tenants or leaseholders are excluded from our services.
- Actions from the EIA have been built into our action plan and incorporated onto Covalent, which is LMHs performance management system.

Risk Management

Not effectively engaging with tenants and leaseholders presents a high risk to LMH in terms of ineffective engagement may impact on service delivery not meeting the needs of our tenants and leaseholders. This will be entered onto our Risk Register and Covalent.

Value for money

- This strategy is designed to have a positive impact on value for money. Engaging with young people can bring about improvements to LMH services by reducing ASB and creating more sustainable tenancies. Both of these will have a positive impact by reducing our costs in relation to void properties, rent arrears and the costs of managing ASB.
- It will also impact on the wider neighbourhood by bring in additional resources through effective partnership working. This will impact on the sustainability of a neighbourhood and in doing so increase customers satisfaction with their neighbourhood, for both young and older residents.
- The strategy has an emphasis on looking to source external funding to increase the range of services LMH can offer to young people across its neighbourhoods.
- LMH will test the value for money of the involvement service through Housemark benchmarking and through an annual impact assessment.

Policy review and improvement framework

- This strategy has been reviewed in line with LMH Review Framework. The next review will be completed in 2015 in line with LMH continuous improvement strategy. The strategy review will incorporate an assessment of key internal and external influencers to ensure it reflects best practice together with all legal, regulatory and statutory requirements.
- To measure how effectively the strategy is being implemented a number of targets have been set.

The following mechanism will be put in place to judge the success of the strategy:

- Monitoring peoples views through satisfaction surveys
- Monitoring engagement activity
- Working with focus groups
- Listening to feedback from partners and other service providers
- Monitoring progress against our action plan
- Monitoring the use of the LMH "youth website"
- Taking account of the views of staff who work with young people
- Assessing the impact of bids for external funding



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