



Involvement Strategy

November 2013

Summary

This document provides an overview of what the Group will deliver through its Involvement Service.

Date of Approval	November 2013.
Responsible Director	Executive Director of Housing.
Strategy Monitoring Body	<ul style="list-style-type: none"> - Group Board. - Tenant Committee. - Involvement Panel.
Resident Input into Strategy	A wide range of consultation has taken place in the review of this document, including the "Joint Scrutiny Working Group" (Pre group structure) and the Involvement Panel.
Dates for Strategy Review	November 2014
Linked Strategies	<ul style="list-style-type: none"> - Regeneration Strategy. - Neighbourhood Strategy. - Community Safety Strategy. - Customer Access Strategy. - Single Equality Scheme. - Value for Money Strategy.

Statutory and Legal Framework	<p>This document is modelled on the Homes and Communities Agency (HCA) Consumer and Economic Standards and will explain how we “co-regulate” the business against these standards.</p> <p>The Localism Act 2011 is also heavily linked into this strategy as we will show compliance by offering a “Designated Person”, becoming part of the complaints process at WCHG.</p>
Version	V1.0

1. Introduction

This document will explain how Wythenshawe Community Housing Group (WCHG) will use the Involvement Service to Co-regulate the business using a Structure that will give tenants access to front line services at all levels.

Due to the “lighter regulation” environment in which we are now operating, we must assume that Co-regulation in the first instance is carried out solely between landlord and tenants. Whilst it is thought that some Registered Providers (RPs) may not invest in this approach as they did previously, WCHG see it as an opportunity to increase involvement and continuously improve.

In July 2012 following the announcement of the formation of a Group Structure a working group of tenants was formed to scope out the Group’s approach to involvement. Since implementing the chosen model in April 2013 we now have staff and involvement structures that can help deliver the key aims and values contained within this strategy and help us achieve:

- An outcome led Involvement Service.
- A fully accessible Involvement Service across our services.
- Robust Investment into the training and empowerment of all our tenants and also the Involvement vehicles themselves.
- A nationally recognised model of best practice in Tenant Involvement.

This document will outline how WCHG will use the Involvement Service to increase access to the business in order to create a model of best practice in Co-regulation. Involvement will be at all levels and a range of methods will be used. This will all be underpinned with a robust formal training programme available to all tenants, thus improving the skills, knowledge and capabilities of our Involvement Pool and helping to increase outcomes and service improvement.

2. Strategy Outcomes

Success of the delivery of the Involvement Strategy will be measured by WCHG delivering the following list of tangible outcomes:

- Deliver a number of tenant led service improvements through the Service Review Group (SRG).
- Deliver a range of outcomes produced through the formal involvement structure.
- Implement a formal tracking and monitoring system.
- Implement a suite of performance indicators for the Involvement Service.
- Deliver against Annual Involvement Plans produced across all front line services at WCHG.
- Improve links between back office services and our involved tenants and wider community.
- Increase involvement in informal activity such as project groups and mystery shopping.
- Achieve an improved demographic split of membership to involvement when compared to the WCHG tenant profile.
- Implement a formal training programme delivered each year.

- Implement a brand for the Involvement Service.
- Review and amend the Local Offer for tenants.
- Achieve group wide accreditation in Excellence in Tenant Involvement from the Tenant Participation and Advisory Service (TPAS).
- Complete the Improvement Plan for involvement against the standards contained within the recently awarded accreditation from TPAS.
- Implement a specific involvement vehicle for Equality and Diversity.
- Improve the usage of Social Media within the Involvement service.

3. Strategy Definition and Scope

WCHG's vision clearly states that we aim to create "a Community where people choose to live and work, having pride in their homes and services". Working in partnership with customers brings expertise, whilst at the same time reducing complaints and negativity. Involvement also brings huge benefits to those involved individually through empowerment and personal development.

This strategy sets out what we aim to achieve by involving our tenants and how we support and empower those who become involved.

The scope of activity connected to this document aims to engage as many individuals within our wider tenant body, giving a voice to all tenants, leaseholders and residents to help improve service delivery across the business and within our neighbourhoods.

The document also aims to engage all front line services within the group on helping achieve access to tenants, residents and leaseholders in order to help continuously improve our business.

We will offer a range of Involvement methods that provides our tenants and residents a variety of ways in which to be involved. An overview of the model and range of involvement methods offered is contained within Appendix One of this document.

We will support all tenants and residents to achieve their potential, using practical support, financial assistance and reimbursement and formal training. There is a separate Involvement Expenses and Reimbursement Policy attached to this Strategy in Appendix Two.

4. Key Objectives

The delivery of this strategy is focused on achieving number of strategic objectives:

- To create a service that facilitates Involvement and tenant led outcomes and improvements to our service.
- To create a robust training programme inclusive of both formal and informal development opportunities for our tenants.
- To create a fully accessible Involvement Service, that is broadly representative of our stock profile and is able to obtain feedback on our services from hard / need to reach groups.

- To embed the formal Involvement model and associated activity within the wider business of WCHG.
- To improve links with the Neighbourhood facing and Regeneration teams at WCHG and deliver last community / social impacts.
- To embed Value for Money (VFM) within the Involvement Service.
- To create a model of best practice which is regionally and nationally recognised within the sector on excellence in Involvement.

5. Implementation

The Involvement Service Plan has been developed to support the implementation and delivery of this Strategy. The Plan is owned by the Involvement Manager and will be delivered through the members of the Involvement Team and partners within WCHG. Some work will become or is routine activity and some work will be managed as specific projects.

6. Monitoring and Review

Progress against the Action Plan will be reviewed by Tenant Committee and the Board annually. The report will include:

- Progress against the Action Plan
- Performance against the key objectives and performance indicators.
- Recommendations for service improvements and strategies for dealing with issues.
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7. Appendices

Appendix One – Involvement Structure and methods at WCHG.

Appendix Two – Involvement Expenses and Reimbursement Policy.