



PGHT Resident Involvement Strategy

October 2009

This strategy aims to enable Residents to design, monitor and improve all our core services provided to Residents

Date of Approval	
Responsible Director	Director of Communities & Investment
Responsible Governance Body	Tenant Scrutiny Committee
Resident Body Input into Strategy	Together We Can Review Tenant Scrutiny Committee
Dates for Strategy Review	Interim review date October 2010 Full review date October 2011

1. Introduction

- a. PGHT will use four levels of involvement for any resident that wishes to be involved within the monitoring or development of the core services to Residents.
- b. PGHT will create a Resident Involvement (RI) structure that enables Residents to set standards, monitor standards and feed/lead into service improvements.
- c. PGHT has just completed a full service review of its previous structure and its 29 steps to get involved. This review was also known as the "Together We Can" Review and its findings have been reported to both Board and TSC in September 2009.

2. Strategy Outcomes

- a. The key outcome for this Strategy will be the increased engagement at each level of involvement by our tenants, enabling services to be shaped around the needs of our customers.
- b. This outcome will be measured by:
 - i. An increase in Status Score of how satisfied or dissatisfied are you that your views are being taken into account by PGHT from the current score of 65%
 - ii. An increase in Status Score of how good or poor do you feel PGHT is at keeping you informed about things that might affect you as a tenant from the current score of 81%
 - iii. An increase in Status Score of overall satisfaction with services by PGHT from the current score of 81%.
- c. An effective RI Strategy will align with the key value of tenants at the heart of what we do. Tenants can set, monitor and improve our standards of service to customers.
- d. This strategy supports all our crosscutting themes as it will enable PGHT to demonstrate understanding of all of our customer needs, ensuring that we set standards to meet them and monitor to see if we achieve the standards and provide the opportunity for tenants to directly influence any new standards.

3. Definition and Scope

- a. This strategy will cover all the services that we provide to residents and will cover the following activities.
 - i. process by which standards are set
 - ii. process by which services/standards are monitored

- iii. process by which services/standards are improved

4. Values

- a. This strategy will ensure we deliver of the following:
 - i. putting the customers at the heart of what we do.
 - ii. delivering VFM in our core service areas
 - iii. enable the setting of local standards in line with an effective model of co-regulation.

5. Key Objectives

a. Objectives

- i. Formal Structure

The establishment of a formal structure to set and monitor standards around our neighbourhood based delivery model.

- ii. Parkway Voices

The establishment of a wider consultative panel of 'Parkway Voices' that will enable PGHT and Service Managers to engage with service users to consult and explore improvements to the services.

- iii. Marketing

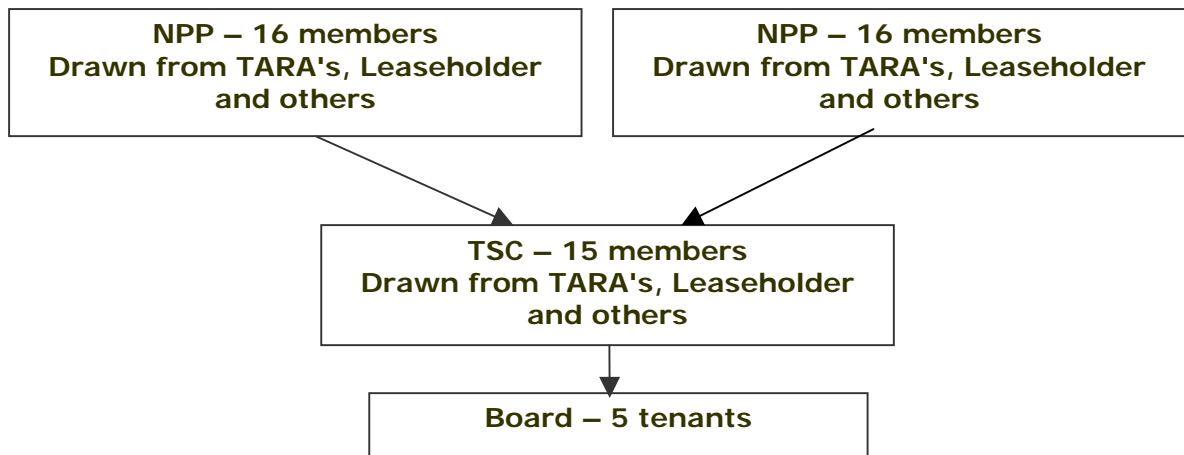
The effective marketing of the four levels of involvement and time commitments involved to enable residents to self select how they get involved.

- iv. Annual Review

An annual review monitoring of the impact of all our Resident Involvement in how it has improved our core services.

- v. Formal Structure

The establishment of a Tenant Scrutiny Committee and two Neighbourhood Performance Panel as shown below



The TSC will meet bi-monthly and sign off /set the standards for service delivery for PGHT core services.

The TSC will be a formal part of PGHT Governance Structure and if necessary serve an Attention Need Notice (ANN) on the Board, if standards are not being achieved by PGHT.

The NPP will meet monthly to monitor performance against PGHT standards, agree corrective actions and to discuss with specialist speakers (other service providers) and current local issues/initiatives.

The NPP and/or TSC will sign off changes/improvements to services identified by PGHT Service Managers as appropriate.

The NPP/TSC will also oversee the development of local neighbourhood's plans and budgets.

vi. Parkway Voices

PGHT will establish a panel of 500 Parkway Voices with a minimum of 50 Parkway Voices per Neighbourhood Officer patch. These voices will be used by Neighbourhood Officers for consultation on priorities for the area and other issues that would benefit from the opinions of a wider cross section of tenants.

Each Service Manager will hold at least 2 Service Area Forums a year inviting the Parkway Voices that have expressed an interest in that service. These forums will enable residents to shape and influence service improvement.

vii. Marketing

Parkway Green will publicise the following four levels of involvement:-

- Informing
- Consulting

- Influencing
- Decision-making

PGHT will publicise this range of ways to get involved that will specify the level of involvement and the time commitment associated with it.

We will provide this information both in leaflet format and on our website.

viii. Annual Monitoring

An annual RI impact assessment report will be produced by the RI Manager that will be submitted to the TSC and the Board.

Each Service Manager will produce an annual report of how they are effectively using RI in the performance management and improvement of their service area.

The NPP and TSC will produce an annual report of how they have an influence on performance management and improvement of core services to Residents.



Resident Involvement Strategy

Appendix 1

Strategy Success Measures

- a. The performance of this strategy will be measured in 4 ways.
 - i. Annual RI Impact Assessment
 - ii. TSC Annual sign off of the impact of RI Activity and PGHT's approach TSA Service Standards
 - iii. Annual sign off of the Neighbourhood Plan for each Neighbourhood Team.
 - iv. An annual increase in tenant satisfaction scores for 3 key questions measured by status survey response.
- b. PGHT are looking for the RI Strategy to deliver the following:-
 - i. An increase in the VFM of all RI activity
 - ii. An effective model of co-regulation
 - iii. An increase in service user satisfaction.
 - iv. An increase in status survey satisfaction, 3 key RI questions.
- c. The specific measures are as follows:
 - i. median quartile costs of RI Involvement of £35 per unit.
 - ii. a minimum of 50% of National Standards set at a local level by the TSC.
 - iii. a 5% increase by 2011 Status Survey question response for :-

- Quality of their Neighbourhood	(70 % in 2008)
- Responsive repairs	(77 % in 2008)
- ASB	(61% in 2008)
- Estate Management	(76 % in 2008)
- Rents	(66% in 2008)
 - iv. a 5% increase by 2011 Status Survey question response.

- How satisfied are you that your views are taken into account	(65% in 2008)
- Keeping you informed	(81% in 2008)
- Overall satisfaction with services	(81% in 2008)