



# Resident involvement Policy and Procedure

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## 1. Statement of intent

This policy and procedure is for all methods of resident involvement within Cross Keys Homes (CKH) and should be read alongside our Resident Involvement Strategy.

CKH manages over 11,000 properties in Peterborough and the surrounding areas. CKH believes all its residents should be able to get involved, including influencing the services they receive from CKH, in a flexible way that suits them. This policy and procedure sets out the foundation for all involvement of residents within CKH.

CKH are committed to engage with and involve residents in shaping the services that CKH provides. CKH will listen to residents' views and aspirations and to ensure that residents are able to influence future service delivery by scrutinising performance and identifying areas for improvement.

Involvement is through a range of methods including social media, internet and postal based surveys, meetings, drop-in events, consultations, focus groups, on-line groups or just getting together informally to discuss what matters to residents.

Involving residents in all our services allows us to work more closely with communities and understand service users' needs. It also offers opportunities for residents to develop their skills, confidence and gain experience through our involvement activities.

## 2. Aims

To ensure any resident who is considering getting involved with CKH is fully aware of the support and services available to them to allow full and meaningful participation.

To ensure that all residents have the opportunity to get involved in designing, influencing and shaping the services we provide and subsequently inspecting, reviewing and updating those services.

To ensure that all frontline employees of CKH involved in the implementation of resident involvement are committed to ensuring that they are aware of the procedure to bring about the best possible outcomes for residents.

## 3. Scope

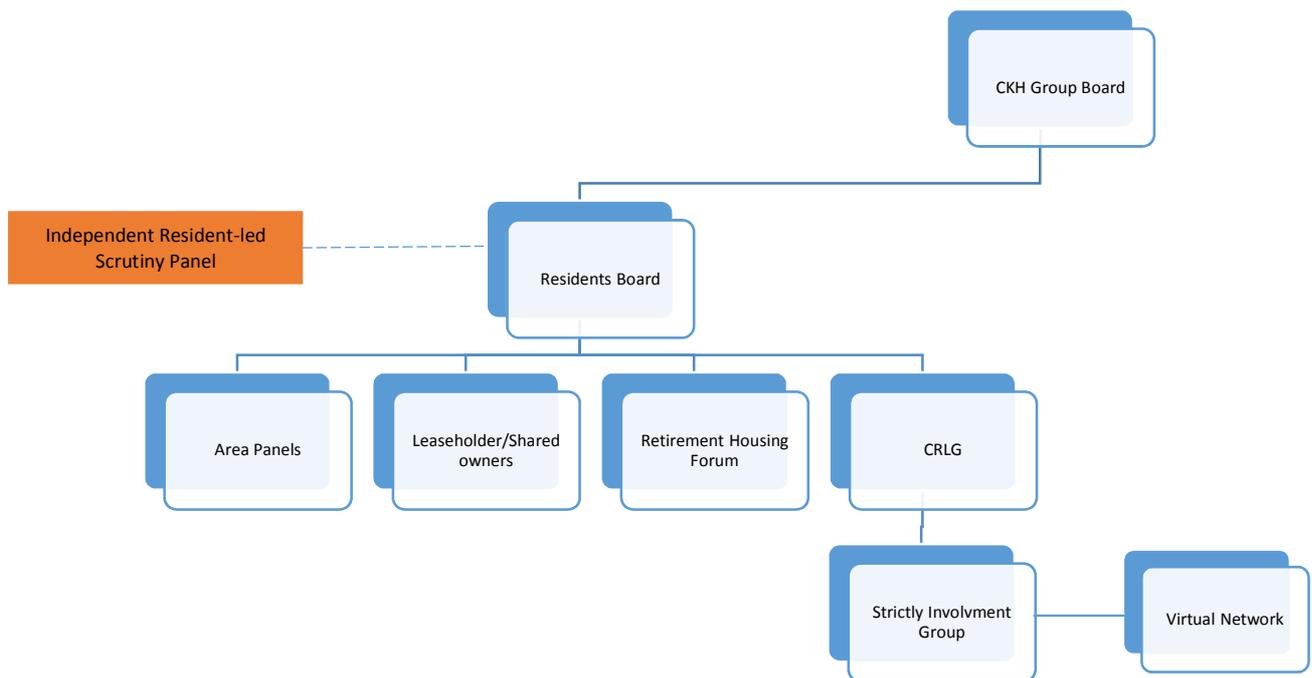
This document should be read in conjunction with the Resident Involvement Strategy.

The aim of the strategy is to:

- Involve residents in designing, influencing and shaping the services we provide through their involvement activities including scrutiny, reviews and feedback.
- Actively listen to resident feedback and making use of this to inform service improvements and to increase customer satisfaction.
- Show the links between information, customer insight and the contribution of residents to influence improvements.

- Ensure CKH residents have a voice – we enable wider residents’ voices to be heard, we offer a range of involvement options inclusively and strive to engage with a broader and more diverse range of customers.
- To grow and diversify our resident involvement framework - without losing sight of our highly valued existing levels of participation.

## Current opportunities for resident involvement



### The CKH Group Board

The Group Board has overall responsibility for our work and meets regularly to decide on strategic and policy issues. It also makes sure that we are delivering our business plan.

There are eight members on the Board, who are all trustees. There are three categories of board membership (resident, independent and council).

### Residents Board

CKH’s Residents Board puts customers at the very heart of our business, making real decisions about how our business is run. The Residents Board has its own budget and the Chair sits on CKH Group Board, the Residents Board influences policies we have in place and services we offer. The Residents Board is responsible for all customer-facing strategies and ensures these meet the Regulator’s Consumer Standards.

The Residents’ Board consists of nine tenants; a maximum of two members may be resident leaseholders or shared owners. One place is designated to a young trainee residents board member (age 16 – 24

years). Resident Board positions are paid. A maximum of four independent positions are reserved for local stakeholder partners representing organisations that have a direct interest in the well-being of CKH communities.

### **Independent Resident Led Scrutiny**

Independent resident led scrutiny carries out a programme of scrutiny projects each year focussing on key service areas. Members of the group cannot also be members of the Residents or Group Boards of governance, this is because Scrutiny reports to the Resident Board for approval of recommendations.

### **CKH Resident Liaison Group (CRLG)**

This is our resident consultation group dealing with broader housing issues. Members of this group discuss and make comment on related service and policy. This group is open to all residents and meets at least twice each year. CRLG considers information provided to the Resident Board and comments are reported back. The group can refer topics for resident scrutiny where they choose to.

### **Strictly Involvement Group**

The purpose of the group is to provide a platform for monitoring of customer feedback and communication with all involved residents. It enables CKH to gauge opinion across all topics across the business. The group considers information and intelligence collected from residents, including transactional voice of the customer data collected as part of the Rant and Rave project. The group is also involved in task and finish activities such as, feedback on the recent Social Housing Green Paper consultations, reviews of CKH Equality Impact Assessments and to provide wider views on draft policies. The membership is open to any resident and mechanisms to engage with those located out of Peterborough, offer remote opportunities to engage through tele/video conference. This group is able to make recommendations for Scrutiny Reviews. Meetings and activities are scheduled where needed rather than routinely, this means that where CKH needs to carry consultations the membership is called upon to give feedback. This is a useful and meaningful resource for Service Managers to access feedback in advance of proposed change.

### **Retirement Housing Forum**

This group of residents have clear focus on the CKH Sheltered Housing service. Membership aims to represent each of the CKH retirement schemes, ensuring the views of residents are reflected in across service delivery and specifically to ensure that CKH hears the voice residents using this service.

### **Area Panels**

The role of our Area Panels has been strengthened and remodelled in line with our new Neighbourhood Management Strategy. Area Panel members will now work closely with Neighbourhood Managers at local levels considering need for environmental improvement projects and to maintain good quality local areas. A partnership approach will work directly with Neighbourhood Managers to monitor estates using a local standard. Area Panel meetings will continue on a quarterly basis to monitor and review the programme of environmental improvement projects and approve schemes of work. Neighbourhood Managers will ensure Area Panel members are updated on the completed and proposed works. Neighbourhood Managers will continuously encourage local involvement across the areas they manage. This vision aims to bring energy to local area involvement, to improve environments and help to make areas better places

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to live. The approach will also tackle out of Peterborough properties and will be more inclusive to diverse groups across our general housing. Membership is open to residents to join in their local area, current Area Panel members are supporting this local transition and will encourage local interest in the environmental quality of neighbourhoods.

### **Leaseholders and Shared Owners**

It's not only tenants who can get involved and have a say on our services. Shared owners and leaseholders can also get involved and share their views. On the CKH website there is a 'You said, we did' section. On this page there is the opportunity to take part in surveys or consultations which are currently open, feedback on any questions raised (You said, we did), and an online informal portal which all residents can join if they wish to take part in our regular polls.

### **Virtual Network**

Opportunity for residents to be involved without committing to meetings. This group can provide valued feedback through surveys, consultation exercise and polls – all done online.

### **Who can be involved?**

Any current tenant or resident of CKH:

- Any partner or spouse of a current tenant or resident who lives in a CKH property.
- Any leaseholder\*, shared owner, or freeholder who pays service charges.

*\* (except where it is a designated tenant-only group).*

### **Exclusions:**

A resident cannot participate in formal meetings if they live in a CKH home and are also an employee of CKH.

CKH also reserve the right to review residents involvement opportunities should a conflict of interest or a serious breach of tenancy or contract occur.

### **How can residents get involved?**

If contact or referral is received from a resident directly, by an employee or external agency the Resident Involvement Manager will contact the resident and will discuss the different involvement options to see which group (including remote engagement), the resident would like to join. A Get Involved leaflet is available to publicise the different involvement groups as well as information available on the CKH website.

The Programme Administrator will enter the residents details onto the 'Contact sheet for newly involved residents' and update the involved residents database.

Checks will be made on QL-x to identify if there are any issues which need to be considered which might prevent a resident from being involved – any exceptions will be referred to the Service Manager – Customer, Community and Stakeholder Engagement for review. Exclusions will only be made on a very exceptional basis.

Arrangements will be made for the resident to attend the next available meeting and liaise with appropriate chair/team administrator to ensure copies of relevant papers are sent to the resident.

The option will be given to appoint a 'buddy' to accompany the resident to the first meeting and to ensure they are made to feel welcome.

The resident will also be forwarded the involved residents toolkit pack which will include the meeting schedule, jargon buster, terms of reference for the group and company information, copy of the Resident involvement policy. The resident will be required to sign a code of conduct for any relevant group and complete an equality and diversity monitoring form.

If the enquiry is from a resident who lives in one of the CKH communities outside of Peterborough then they should be referred to the Community Project Manager role in the first instance.

### **Training and Support**

We will identify any training needs within eight weeks of a resident becoming involved with CKH and will work with them to identify any other skills that they wish to develop (e.g. confidence building, numeracy, literacy, IT) If they are participating online this will be via an online survey.

We will offer every involved resident ongoing training and support to help equip them with the necessary skills and confidence to have an active role in helping us to improve our services to all of our customers.

We will carry out an annual skills assessment to ensure that needs are being met and any other training needs identified.

We will work positively with those people with identified needs and who may require extra support to enable them to be involved.

### **Conduct and benefits**

#### **Code of Conduct:**

Involved residents will be expected to observe the involved residents' code of conduct and the relevant terms and conditions of any groups that they are involved with, at all times and understand that, if they do not, then involvement opportunities may be reviewed. Involved residents should not be involved for personal gain or to raise personal queries in connection with their own home.

#### **Insurance:**

CKH holds public liability insurance. Involved residents are covered by this insurance when attending meetings associated with CKH. However, involved residents are expected to pay due care and attention to ensure their own safety too.

#### **Confidentiality:**

All residents attending meetings will be asked to abide by our code of confidentiality given to residents when they get involved.

#### **Decision not to remain an involved resident:**

In some cases, involved residents may choose not to remain involved with CKH. CKH may also feel that being involved is not the best option for the resident. If there are concerns on either side a discussion can be held between the involved resident and the relevant manager and Options manager to decide on the best course of action.

#### **Out-of-pocket expenses:**

Involved residents shall be entitled to claim reasonable travelling expenses for transport to and from meetings and associated duties carried out on behalf of CKH. Details of how to make a claim are identified at Appendix A, B and C. We will pay mileage expenses and costs of bus fares. If neither option is available we may be able to fund a taxi for attendance at involvement meetings.

Involved residents may claim childcare and supervisory care costs whilst attending meetings on behalf of CKH. For further guidance on how to make a claim for care costs please speak to the Resident Involvement Manager.

#### **4. Roles and responsibilities**

The designated officer responsible for implementation of this resident involvement policy will be the Resident Involvement Manager.

Meetings that involved residents attend will be managed by the Resident Involvement Manager for the relevant area of the business.

#### **5. General principles**

Resident involvement is coordinated through the Resident Involvement Manager working with employees from other teams to ensure that residents are involved across our services.

All new employees receive induction training that will inform employees entering all areas of the business about the integral role that residents play in our business development and service delivery. Job specific inductions will also take place with key roles in the organisation where resident interaction is a core competency that needs to be developed.

Resident involvement options are open to all residents but we recognise the potential barriers for those CKH tenants who live outside of Peterborough and need to ensure involvement opportunities remain inclusive and relevant in these communities.

We will use customer intelligence to identify trends and issues, to inform involvement. Information that we receive through Rant and Rave will be a key part of this, as it reflects what our customers are telling us about the service they receive from the organisation, and our partners.

#### **6. Monitoring and review**

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The Resident Involvement Manager will lead in monitoring and reviewing this procedure in consultation with residents on the Strictly Involvement Group on a bi-annual basis. In addition, the procedure will be formally reviewed in order to reflect good practice and/or changes in legislation.

**7. Associated documents**

- Resident Involvement Strategy 2019 – 2022
- Equality and Diversity Strategy
- Code of conduct for involved residents

**8. Revision library control**

Date	Version	Summary of changes	Section(s) changed
31.5.19	4	Minor changes to title of meeting groups	Section 3

## **Appendix A - Resident travel allowance policy**

1. CKH residents travel allowance can be claimed for attending meetings associated with the business of CKH.
2. The allowance can only be claimed for the journey to and from your home.
3. We will pay 45p per mile travelled if you travel alone in your own vehicle.
4. We will pay an additional allowance if you carry additional passengers (who are not members of your household) in your own vehicle (please see the resident travel allowance procedure for more details).
5. We will pay the exact cost shown on any tickets issued by a public transport provider (i.e. bus or train).
6. We will pay any parking charges incurred as a result of attending meetings on behalf of CKH in a location other than at one of our offices. We will not pay for any parking fines incurred.
7. The claim must be completed in full and signed by the person making the claim for travel expenses.
8. Only claims made on the correct form will be authorised.
9. A new claim form should be completed every month; however, a maximum of three months may be claimed at any time at the discretion of the Service Manager – Customer, Community and Stakeholder Engagement.
10. It will take a minimum of 14 days to process each claim.
11. A completed BACS form is required before payment will be authorised for the first claim only.
12. Payments will be made by BACS directly into your bank account wherever possible.
13. Further claim forms and pre-paid CKH envelopes can be obtained from the Programme Administrator