

# Annual Review of Resident Involvement in 2007



আবাসিকদের জড়িত থাকার বার্ষিক পুনরীক্ষণ

Rapport annuel sur l'implication des résidents

ਵਸਨੀਕਾਂ ਦੀ ਸ਼ਮੂਲੀਅਤ ਦਾ ਸਾਲਾਨਾ ਜਾਣਿਨਾ

Dib u eegidda Sanadkiiba marka ah ee Ka Qayb  
qaadashada Dadka deggan

مراجعة سنوية لمدى مشاركة المقيمين

بازبینی سالیانه مشارکت ساکنان

Doroczna ocena zaangażowania mieszkańców

رہائشیوں کی شمولیت کا سالانہ جائزہ

# Resident involvement 2007

“ The level of resident involvement in the running of Chevin continues to grow both in terms of the number who contribute and in the ways that people can be involved. We calculate that the total number of hours residents have given to help improve the business will be more than the equivalent of a full time member of staff. Our objective is to use this involvement to improve the service we provide and make it relevant to what residents want. This report is to highlight what resident involvement achieved in 2007. ”



*Steve Close - Chief Executive*



*Edwina Thomas, Chair of the Leeds resident panel and a member of our Equality and Diversity Steering Group*

“ In my role I have witnessed Chevin's clear and genuine commitment and willingness to involve its residents to improve the service they deliver. Inclusion of residents is key to supporting diversity and ensuring equality. I encourage residents to participate in activities that Chevin has to offer. ”

It's been another busy year for resident involvement and in 2007 we held a variety of new events and activities, including a young persons' event in Wakefield involving 8 to 16 year olds, designing their ideal neighbourhood and trying their hand at tiling, joinery and plastering with guidance from our maintenance team. Our resident panel members continued to support us and give up their time to help monitor, review and improve services. As part of this

work, panel members had the chance to visit properties we've been regenerating in Moorthorpe, Wakefield and see first hand the standard of empty properties our repairs team deal with.

Among the many consultation groups, the re-investment working group in particular has gone from strength to strength and has been out and about on schemes talking to tenants where refurbishments have taken place.

# What we did in 2007

## RESIDENTS' PANELS

Our four resident panels have increased their membership during 2007 to a total of 55 members. Meetings continue to take place every two months, are chaired by a resident and members receive a set of formal papers prior to each meeting. In 2007 the panels received standard reports on maintenance and housing management matters and worked with staff to review a number of policies and procedures.

As well as completing their equality and diversity training, panel members also benefited from three specific training days over the year, these focused on: housing association finance, the allocations, lettings and voids process and our development and regeneration work.



The panels continue to manage a small budget of their own and money has been used to fund a wooden bench for communal gardens at a scheme in Scarborough, a party for a South Kirkby community kids' club, a fridge and kettle for the meeting room at a sheltered scheme in Huddersfield, birdfeeders for a scheme at Thurnscoe, soil, bulbs and plant pots for schemes in Sheffield and Rotherham and a selection of games for an extra care scheme in Barnsley. Funds also helped to pay for water butts for the green fingered residents of Manor Square in Yeadon as well as a children's party in Chapeltown, Leeds. The panel funds are open to any Chevin resident to apply to fund items or events like these. Please contact Helen Wood on 01924 831725 for further information.

## ARMCHAIR PANEL

The armchair panel has 109 members and continues to be the most popular choice of resident involvement. Members are able to provide their comments, opinions and suggestions for improvement on a variety of documents, policies and specifications. Providing feedback can be done via the telephone, e-mail or by post - all from the comfort of your own home!

## SCHEME EVENTS AND GALAS

We attended many weekend galas and festivals across our region to publicise our services, meet members of the local community as well as answer queries from our own residents. We held four scheme events throughout the year. In Adwick-le-Street we organised an estate clean up day with residents and we also arranged a children's party with a magical theme in Huddersfield working with Sadeh Lok Housing Association. Children at Castlewell in Conisbrough had great fun at a Hallowe'en party, and residents at Brackenhall in Huddersfield enjoyed a Christmas party held jointly with Kirklees Neighbourhood Housing. Feedback from residents who attended the events has been very positive and we hope that this will stimulate further local community involvement.



## RE-INVESTMENT WORKING GROUP

A re-investment working group was established in 2007 and is led by our Sam Sykes, Re-investment Manager. The group visited schemes that were due to be refurbished and schemes going through the refurbishment process. Members also developed a set of re-investment service standards. Their next priority is to help us produce a DVD to explain to residents who are due to have their home modernised, what the process will be like.

## EDITORIAL PANEL

In 2007 an editorial panel was set up for staff and residents to work together improving the content and layout of the Chevin Views newsletter. Some changes have been made to the current design of the newsletter and more are planned for 2008. It is hoped that the editorial panel will be able to assist with improving the content and clarity of other Chevin documents and leaflets.

## SERVICE SPECIFIC DAYS

There were three service specific days held in 2007. Residents worked closely with staff to re-design the 'comments, compliments and complaints' policy and procedure and also helped to review our involvement statement and develop a new set of aims and objectives for the 2007 statement. In November a group of residents, staff and managing agents helped us to draw up a Disability Equality Scheme and action plan to help us improve services for people with a disability. Work has just begun on a Gender Equality Scheme and action plan and we welcome expressions of interest from anyone who would like to contribute to this piece of work. Please contact Debbie Colclough on 0114 241 7728 or email her on [d.colclough@chevinha.co.uk](mailto:d.colclough@chevinha.co.uk) if you are interested.

## CONSUMER PANEL

Estate walkabouts are continuing to take place on all schemes. The Sheffield consumer panel continues to meet regularly with staff and external cleaning and gardening contractors to monitor the quality of estate services provided.

## LOCAL GROUPS

Chevin supports local tenants' and residents' groups, community groups and neighbourhood watch schemes. Staff work closely with residents and residents to organise meetings, provide advice, help write documents and apply for funding.



During 2007, we helped to set up two new Tenants' and Residents' Associations at Lavender Court in Barnsley and Oak Trees in Rotherham.

## LEASEHOLDER PANEL

We undertook a mystery shoppers' exercise testing leasehold services and used these experiences to improve the way we do things. The leaseholder panel continued to develop over the year with quarterly meetings taking place at our Guiseley office in Leeds. The panel is made up of owner-occupiers who live in properties managed by Harewood Housing Society. In 2007 the panel work focused on designing a new leaseholder's handbook and encouraging wider involvement.

## MYSTERY SHOPPING

We carried out two other mystery shopping exercises in 2007, training 22 residents to record their experiences of our housing, maintenance and resident involvement service. For the first time we also involved Wakefield District Housing's tenants to 'shop' our application process for rented housing. All the comments we get back are written into a report and discussed with managers for them to take into account when improving their service. If you would like to be a mystery shopper in 2008, please contact Gill Welch on 0114 2417714.



## TENANT TRAINING SCHEME

We continued to offer funding to enable residents to access vocational or academic training to improve their prospects of getting a job. In 2007, we helped three residents.



## In 2007.....

- We held 52 consultation and involvement events for residents
- We provided effective meetings training to 23 resident panel members
- 20 resident panel members received equality and diversity training
- Market research training was given to 22 residents to enable them to be 'mystery shoppers'
- 36 members of staff attended resident panel meetings
- We used 26 residents' articles in our Chevin Views newsletter

## EQUALITIES WORK

Our Equalities and Diversity Steering Group continued to oversee the implementation of our Framework, the use of our 'CENSUS' data and at the end of the year approved our Disability Equality Scheme and action plan. The group, made up of staff, residents and Board members is committed to ensuring that our services are fair and non discriminatory.

## REGENERATION WORK

In 2007 we worked with Hull City Council, Hull Gateway and ARC design company to offer 'Hotshots', a series of residents' workshops. These took place between October 2007 to January 2008 and offered residents the opportunity to contribute to the future plans for the Ings Estate in East Hull and to learn how town planning and building design processes work. The workshops included a field trip to York where we looked at various social housing developments and debated the designs, location and energy efficiency initiatives.

## RESIDENTS ON INTERVIEW PANELS

Five residents put their names forward following our advertisement for volunteers to get involved in the recruitment process for new staff. An initial meeting was held at the end of 2007 and the training will commence in spring 2008.

## How many hours did you give us?

In 2007, residents gave us 2330 hours in volunteer time, an increase of over 1,000 hours from 2006

**Thank you!**

## The future

## In 2008 we will:

- Hold a panel members' conference event
- Hold four area residents' conference events
- Hold three training events for panel members
- Involve residents in our recruitment process for staff
- Carry out two mystery shops of our services with residents
- With residents, produce a DVD to show our refurbishment process

**We are committed to a policy of equal access to information.**

**If you would like this document in another language or format, please ask us.**



Cassette



Braille

Abc

Large Type



Other Format

**Arabic**

نحن ملتزمون بسياسة المساواة في إتاحة الوصول إلى المعلومات.  
إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

**Bengali**

আমরা তথ্য সমানভাবে প্রবেশাধিকারের বা সকলকে জানানোর ব্যাপারে দৃঢ় প্রতিজ্ঞ।  
যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

**Farsi**

ما متعهد هستيم به سياست دسترسى برابر به اطلاعات  
اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید

**Punjabi**

ਅਸੀਂ ਸਭਨਾਂ ਨੂੰ ਬਰਾਬਰ ਜਾਣਕਾਰੀ ਦੇਣ ਦੀ ਪਾਲਿਸੀ ਦਾ ਪਾਲਣ ਕਰਨ ਲਈ ਵਚਨ-ਬੱਧ ਹਾਂ।  
ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

**Somali**

Waxaan ballan qaadnay siyaasadda ah in si siman loo helo wararka.  
Haddii aad rabtid in warar lagugu siyo hab luuqadeed o kale, fadlan na soo waydiiso.

**Urdu**

معلومات تک مساوی رسائی کی پالیسی پر ہم عمل پیرا ہیں۔  
اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

**Polish**

Wyznajemy zasadę równego dla wszystkich dostępu do informacji.

Jeżeli chciał(a)by Pan/i otrzymać ten dokument w innym języku czy postaci lub jeżeli potrzebuje Pan/i pośrednictwa tłumacza, prosimy o skontaktowanie się z nami.

**French**

Nous avons mis en place une politique d'égalité d'accès aux informations.

Si vous souhaitez consulter ce document dans une autre langue ou sous un autre format, ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

**Our contact details are:**

For general telephone enquires: 0845 2701088

For our repairs team: 0800 5877189

For emergency repairs before 8:30am and after 4:30pm, please use our 0800 number and you will be automatically transferred to our 'out of hours' service.

To e-mail us, please use the following addresses:

enquiries@chevinha.co.uk

repairs@chevinha.co.uk

rents@chevinha.co.uk

To write to us, please use the following address:

Chevin Housing Association

Harrison Street, Wakefield WF1 1PS