

CO-OP HOMES RESIDENT INVOLVEMENT ACTION PLAN 2017-2020

This Action Plan has been devised after consulting our residents and designed around the Consumer Component of the HCA framework for social housing providers. Co-op Homes' Resident Involvement Strategy 2016-19 sits behind this. The Plan has been updated to set out the main ways that residents can get involved with Co-op Homes and will help shape the way services are delivered over the coming year. The Plan is linked to Co-op Homes' business plan to improve services and will provide a measuring tool to measure its impact or note areas of redress. The plan will also form the basis of drawing up any local offers with residents. Whilst this is not a formal governance requirement for smaller Housing Providers, it sets out Co-op Homes' commitment to involving customers in service delivery and giving all residents the opportunity to have their views taken into account.

Homes and Community Agency Tenant Involvement and Empowerment Standard 2017 Required Outcomes for Co-op Homes				
Customer Service, Choice and Complaints	Registered Providers should	How will we do this	What do we want to achieve	How we will monitor this
	Provide choices, information and communication that is appropriate to the diverse needs of their tenants in the delivery of all standards	Use external consultants to ask agreed questions on a rolling programme	An increased customer satisfaction and residents given greater power to influence and make changes to service delivery that reflect and is driven by these views	Report to Board and to residents through website and WOTS on satisfaction across all indices
	Have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly	Scrutinize report on complaints received, including causes, timescales and current issues.	A transparent quality assurance of our services and evidence that lessons have been learnt from complaints where these were service failures	Regular agenda item on CFG agenda. Head of Operations to monitor with staff on a monthly basis to ensure promises are kept
		Ensure that residents have a choice in how they access services including any additional costs that are relevant to those choices	A customer-led service model where residents are aware of the economies involved and where and how choices may affect budget provision	Reports to residents and board via WOTS and the Annual Report where new services introduced
		Develop our website to encourage greater digital inclusion	A more efficient and user friendly portal which will offer greater flexibility and more efficient access to services. Reduction in CHS operating costs	Provide Tier 2 KPIs showing ratio of tenant access by channel
Involvement and Empowerment	Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in	How will we do this	What do we want to achieve	How we will monitor this
	Formulating housing related policies and strategic priorities	Invite members to contribute or comment on changes to policies (other than operational edits) which are being reviewed on a rolling programme	Sign off by the CFG that they are satisfied with any proposed changes and with any equality impact assessments Ensure residents are involved in devising and commenting on policies that are relevant to the organization	Final approval of Policy change to be ratified by Board after agreement with CFG

	Making decisions and scrutinizing housing related services including and making recommendations about how performance might be improved and the setting of any service standards	Ensure that the CFG is consulted and their views taken into account	To ensure customer views are fundamental in service delivery To give residents the opportunity to shape service delivery at least one every 3 years	
	The management of repair and maintenance services	Introduce texting service inviting feedback as soon as job is finished before invoices are paid. CFG to monitor contractors' performance.	A service tailored around customers' needs that provides value for money and offers excellent satisfaction across a range of facets	Reports to Board on performance by EMT. Regular CFG agenda items, feedback in Annual reports and WOTS
	Agreeing local offers for service delivery	Resident members to make decision on site improvement and environmental enhancements	That residents have influenced and help make decisions about local offers and environmental improvements. To give residents the opportunity to influence decision making in any procurement processes	Regular agenda slot and group email for ad-hoc requests via Community Housing Adviser. Reports on requests to FD and customers via WOTS or Annual Report.
		Embrace technology by looking at the traditional CFG model and seeking alternative ways to increase participation	A broader set of residents from all sectors of the business, having equal access and opportunity to shape and scrutinize services – digital CFG	Analysis of participation results to be included in annual review report of resident participation to Board
		Develop Resident Involvement Action Plan to set out a framework of involvement and empowerment	By monitoring progress against RI plan at CFG meetings. Reporting to Board on request and publishing RI Action Plan on website for comment/contribution	Analysis of participation and adherence to RI framework and Action Plan to be included in annual review report of resident participation to Board
Understanding and responding to the diverse needs of tenants	Registered Providers shall:	How will we do this	What do we want to achieve	How we will monitor this
	Treat all tenants with fairness and respect	Ensure staff attend all mandatory training as well as additional courses that help embed the customer first culture at CHS	Staff and tenants who feel that their needs have been responded to and that they have access to all services available to them	Tenant surveys
	Demonstrate that they understand the different needs of their tenants, including in relation to the equality strands and tenants with special needs.	Circulate details of TPAS and other resident involvement and scrutiny trainings to members and give access to websites containing subjects of interest and relevance to ensuring equality of services	Confident residents who have been given access to the tools and skills by which to more effectively monitor and scrutinize services and performance.	Training feedback – changes to scrutiny functions as driven by residents to be more proactive rather than fed by CHS.
	Help our young people to participate in RHP's sponsored Duke of Edinburgh Scheme and in National Citizens Scheme activities and enable equal access to those with disabilities	Look at opportunities to develop young people and take advantage of government, charity and RHP Group sponsored schemes. Advertise on CHS website, direct marketing by Community Housing Adviser and articles in WOTS	Happy, enabled youngsters who have had access to activities and/or services signposted by CHS that might help them gain employment or enriching volunteering opportunities to develop their skills, knowledge and confidence.	Personal feedback from users, Follow up, Report of outcomes to customers through WOTS and to Board and SES on request