

• PCH Resident Involvement Strategy 2019 - 2022





The PCH Story

Plymouth Community Homes is a leading, growing, independent housing association with a clear social purpose, providing homes and services people want and can afford.

We have a five year Strategic Business Plan which sets our direction as an organisation to 2022, and is clear that to continue to achieve our vision we must focus on People, Pounds and Place.

The Resident Involvement Strategy 2019-22 sets out how we will use the next three years to ensure our involvement opportunities, activities and methods contribute to the organisation's vision.

We improve lives by providing affordable homes, great services and supporting communities



Improve lives and communities

- Deliver top quality housing services
- Listen and respond to residents, staff and partners



Look after our homes

- Manage and improve our homes in the most cost effective way
- Keep residents safe and warm



Build new homes in Plymouth and beyond

- Build and buy more homes
- Expand outside of Plymouth



Grow our business

- Provide a healthy financial and social return for reinvestment
- Be an employer and housing provider of choice



PCH Resident Involvement Strategy

PCH's Resident Involvement Strategy meets our aspirations to deliver high quality services driven by customer influence; to meet regulatory and best practice standards for resident involvement and empowerment; and to maintain the highly regarded and high standard Tenant Participation Advisory Service (TPAS) Accreditation in Resident Involvement.

All PCH teams deliver or support the delivery of our Resident Involvement Strategy and there is a specialist team.

The Resident Involvement Strategy is for all residents living in a PCH property, whether a tenant, leaseholder or shared-owner, to ensure that no voice is excluded.

What we aim to achieve

Resident Involvement is how PCH finds out what our residents and communities think about the homes and services we provide. Some Resident Involvement is a formal function that operates within regulatory frameworks for example, having residents on our Board and involved in co-regulation scrutiny of our services. Some is informal and is about surveys, events and activities that we arrange so that we can talk to residents about their views. We aim to ensure that there are many different ways that residents can tell us their views, that residents know about those ways to have their say, and that we have in place the right support, resources and structures to remove barriers to making that happen.

Recognising the importance of resident involvement and of the residents who give their time to be involved, we aim to ensure that we tell residents about changes we make as a result of views that have been contributed.

Residents have been involved in the development of this strategy, the design of it, and of the shorter leaflet versions of the strategy.

Resident Involvement that achieves the PCH vision

Leading – by delivering innovative and effective resident involvement methods and resident oversight, striving to create best practice for the sector.

Growing – by developing our resident involvement opportunities and using them to grow our offer; to meet new ambitions of the sector and expectations of involved residents.

Independent – by being able to provide a unique resident involvement offer; catered for and designed by our residents.

Social purpose – by enabling residents to influence the services we and our strategic partners provide, to support thriving communities.

Providing homes and services people want and can afford – by consulting with, involving and listening to our residents when delivering new and existing homes and services.

What we will do

- Embed a culture of resident involvement throughout PCH
- Provide a range of resident involvement opportunities and methods
- Listen to and make better use of what residents tell us
- Deliver resident involvement that is high quality and achieves value for money
- Provide training and support that empowers residents to be involved
- Involve residents in designing resident involvement at PCH
- Promote and publicise all aspects of resident involvement
- Ensure that we deliver meaningful involvement with a clear social purpose
- Deliver inclusive involvement methods that address and remove barriers



Aims



Publicise information about resident involvement at least annually



Feature resident involvement in all staff inductions



Monitor the profile of involved residents so that service improvement is based on a wide range of residents views that is reflective of the PCH customer profile



Set targets for resident involvement and report on achievements



Increase the numbers and diversity of residents involved



Assess the effectiveness of resident involvement in collaboration with residents



Measure and report on the difference that involvement has made



Maintain a resident involvement service that is at and above best practice and sector standards

How we will support residents to get involved

We recognise and value the contributions that involved residents make to improve our services and communities. We will provide support, resources and recognition that aim to empower, encourage and celebrate the work of involved residents.

We will provide specialist involvement staff, a budget, training, clear timescales and information, and will ensure this support is widely publicised. We'll involve residents in reviews of resident involvement services, resources and support. We'll maintain membership of organisations that offer independent advice about involvement to residents and community groups

Aims



Develop the role of tenants as members of the PCH Board



Deliver opportunities for residents to be involved in co-regulation, review and scrutiny of services, and holding PCH to account



Deliver opportunities for residents to review and challenge performance, value for money, risks and services, and to recommend improvements



Publish our commitment to delivery of formal involvement methods, alongside residents, at least annually



Getting involved in local areas

Getting involved in a local area is about influencing services in our communities and supporting residents to make those communities thrive. This might be anything from residents groups to informal get-togethers, from events to meetings and Make a Difference Days.

We recognise and value the aspirations of residents who love where they live, and will work in partnership to deliver ways to get involved in local areas. We'll provide help and resources to residents who would like to set up formal associations or groups, and support those groups to access information about their homes, safety and communities, key people and advice. Through consultation, surveys and meetings we'll involve residents in setting local priorities for improvement, and we'll invest in resident's priorities. Where we can't do this we'll clearly explain why.

What we will do



Deliver Neighbourhood Plans – our published documents that set out priority improvements identified through resident involvement that we will deliver, including reporting back to residents on what has been achieved.



Provide accessible and relevant non-sensitive information about building safety, our services, our properties and our responsibilities within the community to residents.



Provide specialist staff, structures and a budget to help residents associations start up and continue.



Work in partnership with agencies and organisations to enable residents and groups to have a say in decisions about their local area.



Provide an annual small grants programme and a budget for residents and residents groups, for resident-led community events and for tackling barriers to employment, engagement and inclusion.



Deliver, monitor and report on a range of involvement opportunities, both formal and informal, that enable residents to get involved collectively and individually in their local area.



Deliver community initiatives in priority neighbourhoods that enable residents to be involved in positive action for their communities.

Digital Involvement

Rapid developments in technology, social media, smart phones and the increase in WiFi availability have transformed resident involvement. Involved residents tell us that getting involved online and digitally is quick and easy, so we'll ensure we offer this option.

Aims:



Provide an option to complete surveys and respond to consultations online



Use social media channels to increase the numbers and diversity of residents getting involved



Provide free WiFi at our key buildings to support resident involvement



Provide face to face and online training, support and information to help residents into digital involvement



Provide text and email options to get involved

How we will keep track

- To ensure we focus on working towards the aims set out in this strategy we will monitor and report on our progress at least annually.
- We will report progress against the Resident Involvement Strategy to the PCH Board.
- We will regularly publish information about the progress of resident involvement in PCH's resident newsletter, direct to residents, and through online channels.
- We will review resident involvement, including feedback we have received about our service and our progress, collaboratively with residents.



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