



# Family Housing Association



(Birkenhead & Wirral) Ltd

## Involvement Statement

---

Approved by the Customer Panel on: 29<sup>th</sup> July 2008

Due for review in: 12 months

---

### 1) Purpose

- 1.1 Our Involvement Statement sets out how the Association will involve its residents in its work. The Association recognises the importance of meaningful resident involvement and this document will detail how this will be achieved.

### 2) Board Membership

- 2.1 The Association will aim to have at least one Tenant as a Board Member at all times. Tenant representation at Committee level will also be actively encouraged. Should a Tenant Board Member resign, or their status as a tenant change, the Association will actively promote the vacancy to residents in its newsletters. The number of Tenant Board Members will be reported each year in our Annual Report.

### 3) Customer Panel

- 3.1 The Association has a Customer Panel that meets to discuss all aspects of the Associations work. The minutes of the Customer Panel meetings will be discussed at the subsequent Board Meeting to ensure the views of the Customer Panel are considered.
- 3.2 The Association will promote membership of the Customer Panel with the goal of having representation from the three main areas where the Association operates (Birkenhead, Wallasey and Port Sunlight).
- 3.3 The Association will promote alternative forms of involvement such as via postal questionnaire, telephone interviews, e-mail or through the web site. The goal will be to involve hard to reach groups such as the elderly, young, disabled or those from minority groups.

(Continued)

#### **4) Openness and Accountability**

- 4.1 The Association will be open with honest with its residents. Residents will be kept informed of the work of the Association through its Annual Report, twice yearly newsletter and through a web site.
- 4.2 A breakdown of how money was spent will be included in the Annual Report to clearly indicate to residents how money from their rents has been invested. This information will contribute towards promoting openness whilst stimulating debate.
- 4.3 The Association will publish details of its performance in its Annual Report. Performance relating to repairs, housing management, customer satisfaction and customer service will be compared with performance from previous years as well as comparison with our peers where data is available.
- 4.4 The Customer Panel will receive the same Key Performance Information as is presented to the Board.

#### **5) Capacity Building**

- 5.1 The Association will provide details of appropriate training courses available to members / prospective members of its Customer Panel where attendance could help people meet their own aspirations for involvement.
- 5.2 The Association will work to reduce barriers to participation by offering appropriate support such as travelling expenses or childcare expenses.

#### **6) Service Targets**

- 6.1 The performance targets adopted by the Association will be agreed in consultation with the Customer Panel.

#### **7) Influencing Investment & Development**

- 7.1 Any major investment or development projects will be discussed with and approved by the Customer Panel prior to implementation. By allowing residents to influence major works the Association aims to increase levels of commitment to both the Association and in the neighbourhoods where it operates.

#### **8) Assessing Effectiveness of Involvement**

- 8.1 The Association will carry out an annual impact assessment with its Customer Panel in accordance with Government guidelines. The impact assessment will include specific objectives that have been identified by residents. Measurable targets will be agreed along with an action plan to achieve them. The performance of the Association against those targets will be reported to the Customer Panel.
- 8.2 Following the completion of each annual impact assessment the Customer Panel will review the Involvement Statement and the Associations performance in relation to it. The results of the assessment will be reported to the Board.