

Resident Involvement and Empowerment Statement

Westfield Housing Association is committed to responding to residents' views, valuing such consideration as integral to the effective delivery of services.

The Association recognises that it is accountable to its residents and that they must be given every opportunity to comment on our performance and to influence the ways in which we operate. This includes enabling residents to play their part in decision making, particularly in respect of the provision and management of services.

Westfield Housing Association will continue to involve, consult, monitor and review its business regularly and involve its residents. We understand not everyone wants the same level of involvement and that's why we have a number of informal and formal involvement opportunities for residents. We will also provide any training required.

The Association's required outcomes of this Standard are:

- To provide choices, information and communication that is appropriate
- To provide a Complaints Procedure that is simple and clear
- Ensuring tenants are included in housing related policies, decision making, scrutiny of performance and improvement and repairs and maintenance services.
- To ensure all tenants are treated with fairness and respect
- Demonstrate that we understand the different needs of our tenants.

This statement sets out the Association's aims and objectives for involving residents in improving our services and our service outcomes or results. It considers those aims under three broad categories:







- Resident involvement in our day-to-day work
- Resident involvement in our policies



Resident involvement in other areas.






Resident Involvement in our Day-to-Day Work

It is our aim to involve residents in our day-to-day work by:

-  being open and approachable (for example, through our estate based office)
-  obtaining feedback on our performance (for example, through regular satisfaction surveys)
-  welcoming and dealing fairly with complaints (for example, through our Complaints Procedure)
-  making a comment via the Repairs Survey which is sent out following every repair
-  consulting residents on our service standards
-  providing choice wherever possible (for example, in our Planned Maintenance Programme and Kitchen and Bathroom Improvement Schemes).








Resident Involvement in our Policies

It is our aim to involve residents in developing and monitoring our policies through:

-  open membership of the Association
-  resident membership on the Board
-  large majority of resident membership on the Neighbourhood Investment Committee
-  consultation exercises in respect of policy development
-  taking residents' views and preferences into account when making decisions and setting targets (for example, in respect of tenant services).

Resident Involvement in other Areas

It is our aim to involve residents in other areas through:

-  a commitment to neighbourhood management and the strengthening of the neighbourhood forums
-  the development of the Minto Centre as a community resource
-  the management of Footsteps Nursery as a resource for families and young children
-  sending out quarterly newsletters to all tenants
-  providing financial support to individuals and organisations through the Neighbourhood Investment Committee and Fund
-  all tenants invited to the Annual General Meeting
-  providing guidance and assistance to local agencies and organisations

Resident Comment

Any comments or views on this statement would be greatly appreciated and can be directed to any member of staff or Board member or in writing to the Association.

Reviewed: July 2015

Committee Approval: 12th November 2015

To be reviewed every 3 years