

Resident Engagement Bulletin



The Hyde Group
Making a lasting difference



Formal Resident Committees

Hyde Northside RAC members attend an awayday with the Central Resident Engagement Team.

"I am very excited about the Resident Assurance Committee, it is the way forward."

Doris Hester, Hyde Northside

The Central Resident Engagement Team are transforming resident involvement structures at The Hyde Group. Working in partnership with local staff and residents, the team are setting up formal resident committees.

In February 2011 we told you about the pilot **Resident Assurance Committees (RACs)** being established at Hyde Northside and plenty has happened since then.

Context

The 2009 Tenant Services Authority's (TSA) tenant empowerment standard required registered providers to offer residents the opportunity to influence how policies and services are delivered and to scrutinise performance.

Hyde's Resident Engagement Strategy, **Residents' Matters**, will ensure residents have real influence. We will create resident involvement structures that provide residents with the opportunity to influence, scrutinise and challenge service delivery.

The Government is now proposing the amendment of the existing tenant involvement and empowerment direction.

The Housing Review sets out clear expectations for registered providers to:

- Provide residents with the opportunity to scrutinise performance and recommend performance improvements.
- Welcome resident scrutiny via a tenant panel (or equivalent group).
- Provide timely, useful performance information to residents.

From October 2010, the Central Resident Engagement Team reviewed existing resident involvement structures, read on to find out how this is developing across the Group.



Hyde Southbank residents talk about how they get involved.

Hydewide Residents Voice



HRV members and staff discuss Residents' Matters at an awayday.

Hydewide Residents Voice (HRV) is Hyde's principal formal committee comprising of resident representatives from across the Group's operations. HRV work in partnership with Hyde to scrutinise and influence services at a strategic level.

The current HRV members were nominated by local staff when first established in 2008. Since the Central Resident Engagement Team was established, HRV have been undergoing training and development. They currently

operate a transitional terms of reference until all formal resident committees are set up.

As each formal resident committee is established across Hyde, the chairs or other members nominated by each committee will take their place on HRV.

As the RACs are being set up, residents have the chance to find out more about HRV by meeting some of the current members, reading through an information pack and observing HRV meetings.

To find out more about HRV contact Becky Waters on ☎ 020 3207 2788 or @ rebecca.waters@hyde-housing.co.uk

VIDEO COMING SOON

Check the website for our video diary featuring residents from the **Hyde Northside RAC** speaking about their experiences of the pilot.

Hyde Northside

Setting up resident committees began in January at Hyde Northside in Islington, where residents were involved in the pilot project.

Here we simplified the involvement structures by replacing four Estate Boards and a Community Board with one **Resident Assurance Committee (RAC)**.

In order to maintain resident involvement in the regeneration work at Packington Square, a Regeneration Board has been established for the life of the regeneration programme.

The pilot RAC will be evaluated in partnership with local staff and residents during July.

To find out about the RAC contact Laurie McGarva, Resident Engagement Project Manager on ☎ 020 7346 6571 or @ laurie.mcgarva@hyde-housing.co.uk



Involved Hyde Northside residents and staff at the Residents' Matters launch.

JAN-JUL 2011

Hyde Northside RAC x1

MAR-SEP 2011

Hyde Southbank Residents' Council x1

MAR-DEC 2011

Hyde Martlet RAC x1

Hyde Southbank

At Hyde Southbank in Lambeth, a **Residents' Council** has been set up following similar principals to a RAC and is a formal sub committee of the Hyde Southbank Board.

Lessons learned through the development of the Hyde Northside RAC have been applied to the Southbank **Residents' Council**.

A formal recruitment process has been developed, involving HRV, which is being used in

other parts of Hyde.

Two meetings have been held and an away day will take place in July to agree objectives, agendas and training for the Council.

The existing Residents Forum made up of the Tenants & Residents Associations will continue to be supported. Hyde will support the existing Estate Board for Kennington Park & Bridge Estates (part of the legal stock transfer agreement).

To find out about the Resident Council contact Komal Doan, Resident Involvement Officer on ☎ 020 7346 6571 or @ komal.doan@hyde-housing.co.uk



Komal Doan, TPAS Award winner for Tenant Involvement Officer of the Year.



Residents' Council members Bill & Jane (right) at the Residents' Matters launch.

Hyde Hillside

Hyd Hillside currently has a very successful resident-led Board, and is in the process of establishing a Residents Scrutiny Committee to monitor the delivery of the local offer.

To find out about the Scrutiny Committee contact Tooley Wanogho, Community & Regeneration Manager on ☎ 020 8963 8566 or @ tooley.wanogho@hyde-housing.co.uk



Estella Magloire, HRV member and Chair of the Hillside Board, speaks at the Residents' Matters launch.

Hyde Martlet

Hyd Martlet operates in Sussex, Surrey and Hampshire. We are recruiting members for a **RAC** using Hyde Southbank's recruitment model throughout July.

May 2011

Thirty residents attended an information day to find out more.

September 2011

RAC will have held an away day and had one introductory meeting. The existing Hyde Martlet Residents Operations Committee will no longer meet once the Hyde Martlet **RAC** is up and running.

Feeding in to the Hyde Martlet **RAC** will be four local scrutiny panels which will cover the wide-spread geographical areas.

To find out about the Hyde Martlet **RAC** contact Sam Rowe, Resident Involvement Coordinator on ☎ 01273 234254 or @ sam.rowe@hyde-housing.co.uk

JUL 2011-APR 2012

Hyde South East RAC x2

SEP 2011-APR 2012

Hyde Minster RAC x1

SEP 2011-JUN 2012

Roundshaw RAC x1

SEP 2012-MAR 2013

Hyde Hillside RAC x1

(Please note the dates above may be subject to change.)

Hyde South East

Two **RACs** will be set up at Hyde South East, in London and Kent.

June & July 2011

Generating interest amongst residents and promoting **RAC** vacancies. Application and selection process.

Hyde will support the existing Estate Board at

Foreshore (part of the legal stock transfer agreement). A member of the Foreshore Board will be selected to be part of the South East London RAC.

Other members will be drawn from the existing involvement structures and targeted recruitment.

To find out about South East RACs call Tina Nixon, Head of Community Engagement on ☎ 020 8297 7622 or @ tina.nixon@hyde-housing.co.uk



Hyde South East residents at the Residents' Matters launch.

Roundshaw

The delivery of services at Roundshaw Homes is currently a partnership between Hyde and Metropolitan Housing Partnership. Work is underway to develop a shadow RAC.

Resident Training

In order to provide residents with the right skills to effectively scrutinise services all resident committee members will be asked to complete our Training Programme:

Core Training

- Diversity & Inclusion
- Introduction to Social Housing
- Induction to Hyde
- Data Protection & Confidentiality
- Effective Meetings & Team Building

Influence and Scrutiny

- Complaints
- Understanding Performance Information
- Financial Information & Budgets
- Challenge & Negotiation Skills

Hyde Minster

Since April 2011, groundwork for the Hyde Minster **RAC** in Peterborough has begun by capacity building resident members on the recently created Minster Residents' Forum.

Enthusiastic and skilled resident engagement staff are carrying out training for forum members to develop their skills so they will have the confidence to engage with the **RAC** once it is established.

Formal work on setting up the **RAC** in Hyde Minster will begin in August with the recruitment process running through until the end of September.

To find out about Hyde Minster contact Charlotte Wildermoth, Resident Involvement Officer on ☎ 01733 349800 or @ charlotte.wildermoth@hyde-housing.co.uk

WANT TO KNOW MORE?

For further information about anything you have read in this bulletin please contact: **Central Resident Engagement Team**, The Hyde Group, 30 Park Street, London, SE1 9EQ
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