

Feedback

Improving

Challenge

Participate

# A Summary of Residents' Matters

Increasing opportunities and removing barriers to engagement

Working in partnership

Inclusion

Involvement

Scrutinise

Communities



The Resident Engagement Strategy for The Hyde Group 2011-2014



**The Hyde Group**  
Making a lasting difference

 **Residents Approved**



# Introduction

Residents' Matters is The Hyde Group's three year strategy on how we want to increase opportunities for residents to get involved with us.

It was created in partnership with residents for residents. Over 1,000 residents were involved in developing the strategy along with staff, to ensure Hyde continues to be responsive to residents' needs and priorities.

Residents' Matters aims to:

- 1. Remove barriers and increase opportunities**
- 2. Improve effective communication**
- 3. Enable residents to influence services**
- 4. Offer training and support to residents**
- 5. Create a resident focused culture**
- 6. Offer effective, efficient and value for money services.**

The strategy has been endorsed by Lee Robinson, Chair of the Hydewide Residents Voice and Mike Gelling, Chair of the Tenants & Residents Associations of England (TAROE) who said, "It's encouraging to see that tenants have been fully involved in developing this strategy and given a commitment by Hyde to continue this."

This is a summary of the six themes in Residents' Matters, their objectives and how they will be achieved.

If you would like a full copy of Residents Matters' contact your local resident engagement team or download the PDF via our website at:

**[www.hyde-housing.co.uk/get-involved](http://www.hyde-housing.co.uk/get-involved)**

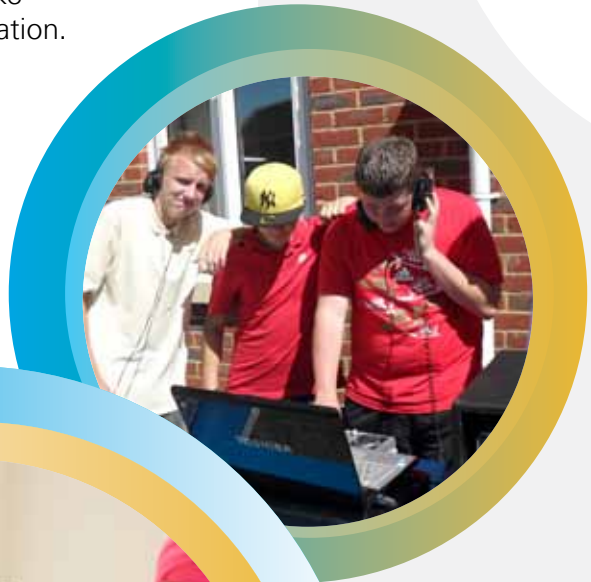


# 1. Removing barriers and increasing opportunities

Creating opportunities for more residents to get involved in a way that suits their circumstances and actively encouraging residents from diverse communities and under-represented groups to get involved.

## How?

- Offer more flexible methods for involvement such as video conferencing or text messaging.
- Equip residents with the skills to ensure that policies and procedures take everyone's needs into consideration.
- Assess and monitor Residents' Matters to ensure there are no barriers to involvement.
- Work in partnership with residents, suppliers, local authorities, partners and other Hyde colleagues to promote inclusion in the community.



## 2. Effective communication

Keeping residents and staff well informed about how residents can and do influence services.

### How?

- Make staff and residents aware of the importance of Residents' Matters.
- Develop the Hyde 5000, a panel of residents who have expressed an interest in being involved, to take part in more consultations.
- Keep residents well-informed of how their views help to improve services.
- Ensure all communication is clear and jargon-free.



## 3. A real influence

To have clear resident involvement structures that provide a range of ways for residents to participate with Hyde to influence, scrutinise and challenge service delivery or specific initiatives.

### How?

- Ensure Hyde resident involvement structures better reflect the diverse needs of our communities.
- Create a simpler, more consistent resident involvement framework by introducing Resident Assurance Committees to scrutinise local service delivery.
- Improve communication between Resident Assurance Committees and our formal governance structure.
- Provide a training and support plan for each Committee.
- Promote the wide range of ways for residents to get involved, and explain the level of influence they can have.

## 4. Resident training

Providing residents with training and support to develop their skills so that they can influence services, as well as bringing benefits to other areas of their lives.

### How?

- Provide training opportunities to help residents develop skills and knowledge to be able to:
  - Participate in scrutinising, challenging and influencing services
  - Promote and support more effective Residents' Associations and groups
  - Develop confidence and life skills
  - Test and improve the service through mystery shopping and resident inspections.
- Develop accredited training for residents so that they can receive a nationally recognised qualification.
- Continually monitor the training programme to ensure it offers value for money.



## 5. A resident focused culture

A culture at Hyde where staff, contractors and partnership agencies embrace effective resident influence and communication.

### How?

- Ensure all staff understand the importance and relevance of involving residents.
- Train new and existing front-line staff about resident engagement.
- Involve residents in the recruitment process for key customer-facing roles.
- Keep staff informed of resident engagement via the staff magazine, intranet and road shows.
- Provide a toolkit to give staff step-by-step guidance to involving and consulting with residents.
- Improve resident involvement structures to allow residents to work in partnership with Hyde staff.



## 6. Effective, efficient and value for money

Ensuring residents receive the best possible services that are value for money and that the partnerships between residents and Hyde remain effective.

### How?

- Bring consistency to the way resident engagement activities are run, recorded and assessed.
- Record, monitor and report all engagement activity so residents can see what service improvements have been made.
- Create formal policies and procedures that give staff clear guidance about how to get the most from resident engagement activities.
- Develop performance indicators for resident engagement at Hyde, to compare our performance with other landlords.
- Review and recognise resident input into service improvements.

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