

You Said, We Did...

Dear Resident,

I'd like to take this opportunity to thank you for volunteering to become a Hyde 5000 member. By sharing your views with us, you can help to shape and improve services for all residents across the Hyde Group.

This bulletin has been written to let you know how Hyde 5000 members have helped to share their views over the past 6 months, and how we at Hyde have used your feedback.

The Hyde 5000 is a panel of resident representatives from all areas of the Hyde Group who have expressed an interest in sharing their views, in a way that is convenient for them. We currently have 1000 residents on this panel.

Upon signing up to Hyde 5000, we ask you to fill in a short questionnaire to tell us which service areas you are interested in being involved with e.g. development, finance or communications. We also ask how you wish to be involved, whether it is completing questionnaires, being an inspector or sitting on a local panel.

It has been a busy few months for the Resident Engagement team, who have been writing a strategy to improve resident involvement at Hyde. I am delighted to announce that Residents' Matters, Hyde's Resident Engagement Strategy 2011-14 is complete and ready to launch.

Developed in partnership with over 1,000 Hyde residents including Hyde 5000 members, this new and exciting strategy aims to increase opportunities and remove barriers to engagement. Our objectives are to provide guidance, improve communication, train and support residents and to offer a value for money service that our residents help to shape.

Find out more about the training opportunities available to Hyde 5000 members on page 4 of this bulletin.

To read Residents' Matters visit www.hyde-housing.co.uk/get-involved or call 0203 207 2767 and I will send you one in the post.

I hope you enjoy reading the first edition of You Said, We Did.

Best Wishes,
Sarah Hyde



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Win £30
shopping
vouchers!

For the chance to enter a prize draw to win £30 of shopping vouchers answer this question....

What does HRV stand for?

Send your answer, name, address and phone number to:

Resident Engagement, 30
Park Street,
London, SE1 9EQ

Or email:
residentengagement@hyde-housing.co.uk

Or text your answer to:
07918 057828

Closing date: 30th July 2011

Good luck!

The Hyde Brand: It's time for a change

Hyde 5000 members who told us they'd like to get involved via the online residents' forum were invited to join a discussion to tell us, if and how Hyde should "re-brand" itself.

The 4 options were as follows:

1. Keep things as they are using lots of different logos
2. Use consistent names e.g. Hyde Minster & Hyde Martlet
3. Rename by location e.g. Hyde Peterborough & Hyde Kent
4. Just use 'Hyde' for everyone.

Fruitful discussions were had on the forum. Here are some of your comments...

"I think re-branding is an excellent idea."

"A strap line is important so people know what Hyde does."

"I like the brand name 'Unity' so every element of the diverse brand names are as one and united."

"I would rather have one name, for me it's more about the service."

"The Hyde Group's name is very strong in the sector. It's important we keep things simple and make sure we are all heading in the same direction."

"Let's be called one simple name and concentrate more on developing partnerships with staff and other agencies to deliver an all singing dancing quality service."

After extensive consultation with 377 residents from across the Group, including Hyde 5000 members, it was decided that using consistent names such as Hyde Minster was the most popular choice.

The strap line 'Making a lasting difference' which accompanies the new brand summarises Hyde's vision and commitment to making a valuable difference to the lives of residents.

Thanks to everyone who took part in contributing to this new brand.



The Hyde Group
Making a lasting difference

Hyde's new branding:



Checking Hyde's housing stock

Last year, selected members of Hyde 5000 assisted Hyde's Strategic Asset Manager, Richard Payze to check his proposed Asset Management Strategy.

The strategy, which includes the 'Hyde Standard' is written to ensure that Hyde's properties meet the needs of residents and building standards required, both now and for the future.

Hyde 5000 residents who expressed an interest in the maintenance of properties were invited to get involved in this project.

We received a very positive response, with residents keen to get involved. All members attended focus groups, either by phoning in, or in person at London and Chichester.

"Out of all the meetings that I have attended to date, this was the most interesting, every body played a part" said a Hyde 5000 member.

Attendees were very keen to share their views on the strategy, and gave plenty of feedback and suggestions to improve it.

Residents who attended the focus groups agreed with the principles of the Hyde Standard which include an improved decent home standard, security, energy efficiency, and safety and water savings.

Having been checked by Hyde 5000 members, the strategy was then presented to Hyde's Group Board who approved it earlier this year.



New properties in Sturges Road, Kent

Residents' Matters

In November last year we asked Hyde 5000 members, who said they are interested in commenting on publications, what they thought of the key themes of Residents' Matters, Hyde's new Resident Engagement Strategy.

The majority of respondents liked the title 'Residents' Matters' which was originally suggested by HRV member and Hyde Martlet resident Jackie Puddifoot.

Hyde 5000 members told us they were happy with the key objectives, which they said offer good opportunities for improvements in services.

"It appears to me that a lot of thought has gone into the production of the Resident Engagement Strategy, which I think will benefit both Hyde and its residents" said a Hyde 5000 member.

Residents did tell us they thought the format and wording of the document was rather formal. We have since rewritten Residents' Matters to make it easier to read, and have redesigned the pages so they are clearer.

Many of you commented that although the plans to improve Resident Engagement at Hyde sound excellent on paper,

would they be as successful in practise.

"Thank you for allowing me to participate and voice my views. I hope concrete achievements are the result of this consultation, but I am concerned that this may remain only an exercise and not produce any tangible results."

The strategy was given the final approval by our principal committee of resident representatives Hydewide Residents Voice (HRV) and the Group Board in December. Hyde is committed to making the themes of residents' matters a reality in the next three years and the results of this will be closely monitored by residents on HRV on a regular basis.

"The support we've had from board members, executive managers, and colleagues for this strategy clearly shows how residents' opinions are valued by Hyde" said Julia Johnson, Head of Resident Engagement.

You can find a copy of Residents' Matters via the Get Involved pages on the Hyde website under 'Publications' or by contacting Sarah Hyde on 020 3207 2767.



Meeting everyone's needs

Last year, members of Hyde 5000 joined staff to check that Hyde's new Resident Engagement Strategy 'Residents' Matters' meets the needs of all residents.

Having expressed an interest in equality and diversity via the Hyde 5000 survey, 8 residents came to London to carry out an Equality Impact Assessment (EIA) on Residents' Matters.

"EIA's are designed to check that policies or strategies do not discriminate against disadvantaged or vulnerable people" said Becky Waters, Resident Engagement Project Manager.

"These assessments ensure that the services Hyde offer reflect the needs of all our residents, as well as meeting legal requirements".

Having attended equality and diversity training to help complete the EIA, this is what residents noted:

Services should be accessible for all residents, regardless of where they live. There can be a focus on estates sometimes.

Residents with literacy issues could feel excluded from engagement activities.

The 'Removing Barriers to Engagement' section of Residents' Matters addresses these issues, with the aim to include all residents.

We would like more Hyde 5000 members to help carry out EIA's on all policies and projects that affect residents. If this interests you, contact Becky Waters on 020 3207 2788 or email residentengagement@hyde-housing.co.uk



Residents carry out an Equality Impact Assessment

Resident's Annual Report

The Residents' Annual Report contains information about how Hyde is performing against our service promise along with details of future plans for improvement.



Last year we sent 30 Hyde 5000 members, interested in publications, a survey to tell us what they thought of a draft version of the report. This is what they told us....

- Overall the report was well received, with residents providing

helpful suggestions for changes and additions.

- Suggested improvements to the design included blank spaces to be filled and the removal or fading of some of the background images.
- When reviewing contents, most residents were pleased with the information presented and the majority felt it gave them the detail they needed.
- However there were several suggestions for additional information including explanation of technical terms; more contextual information to explain stats; more comparative external data; and more 'interesting' information.

The feedback was very useful and this is what we did...

- Filled in blank spaces
- Added more explanations to the data
- Gave more information on external comparisons

Work is underway for this year's report and a resident's editorial panel has been set up. Staff are working in partnership with residents to improve the report even more, which will be published in summer 2011.

You can view last year's report on the Hyde website or by contacting Sarah Hyde on 0203 207 2767.

Improve services & your CV

- Improve your skills
- Build your confidence
- Share your views

With Hyde's new Resident Training Programme being launched as part of Residents' Matters, residents have the opportunity to learn new skills.

Hyde are offering training to involved residents, including Hyde 5000 members, in courses such as health and safety, an introduction to social housing, understanding performance information, challenge and negotiation skills and much more.

"These courses do not only enable residents to effectively challenge Hyde's services, but they can also help build skills for your CV" said Susie Birch, Resident Engagement Project Manager.

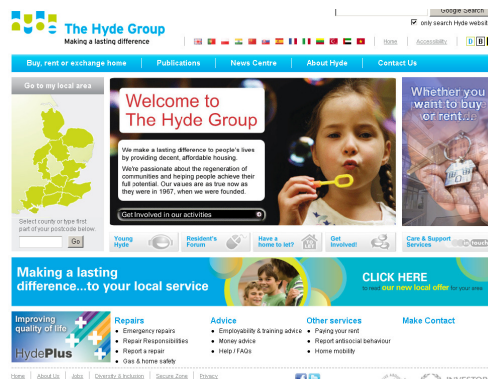
To find out more contact Susie Birch on 020 3207 2759 or email Susie.Birch@hyde-housing.co.uk

Did you know?

Residents can sign up to the Hyde 5000 online in a matter of minutes. Find out more at:

www.hyde-housing.co.uk/get-involved

There will be lots of opportunities to share your views over the coming months, including helping to improve Hyde's website, contributing to HydeLife and commenting on new policies.



To get involved contact Ahmet Sik:

Tel: 020 3207 2578 Email: ahmet.sik@hyde-housing.co.uk

The Hyde Group 30 Park Street, London, SE1 9EQ www.hyde-housing.co.uk

