

Our Resident Involvement Statement:

Setting the standards for putting residents at the heart of everything that we do.



Foreword from Pauline Ford, Managing Director, Merton Priory Homes



Welcome to the first Resident Involvement Statement for Merton Priory Homes (MPH). This is one of the first documents we are publishing, and it underlines how important resident involvement is to us.

It is the firm belief of the Board of MPH that residents must take a lead in setting the standards for the new organisation. Residents helped to shape and set out their priorities in our transfer promises and we want that contribution to continue and grow.

Many thanks to all the residents who have been involved in the development of this document. We hope it will enable and encourage more residents to get involved to play an active role in shaping MPH's services, which will be crucial to the success of the services MPH delivers in the future.

Pauline Ford

Introduction

MPH is committed to ensuring that residents are at the heart of everything we do, as we believe this is the best way to improve all our services and meet our commitment to enhancing the life chances of our residents.

Resident involvement is a key focus for MPH and it is the responsibility of all staff to support and encourage your involvement. By listening to you, we can carry on delivering the services that work well whilst working with you to review and overhaul the areas which need improvement. Residents know their homes and neighbourhoods, so your views are essential to ensuring that our services meet your needs. This booklet explains the various ways that you can contribute to improving our services.

What is Resident Involvement?

Resident Involvement is about giving our residents a say in how services are shaped and delivered. It gives residents the opportunity to help make decisions about the issues that are important to them in the management of their homes and communities.



“Participating and contributing brings beneficial results for us all.”

Geoffrey Bowring - Chair of the Merton Priory Homes Residents' Forum



Our aims and objectives

We will:

- provide a wide range of opportunities for residents to influence and shape the services they receive
- ensure residents are central to the quality of all MPH services and activities
- ensure there is an open and transparent process which shows opportunities available to get involved
- involve residents in the setting of service standards
- provide resources and training to develop our residents' capacity to participate in the shaping of MPH and the services it provides
- evaluate and improve the value for money of all our resident involvement activities.

Standards for Resident Involvement

We will:

- pro-actively promote activities and provide training to all residents who want to participate
- encourage more residents from minority groups and those who are currently under represented, to get involved
- provide equality and diversity training for residents
- invite residents to an annual event that will be organised hand-in-hand with residents
- make it easier for residents to get involved by helping with childcare, adult carers' costs and travel expenses
- make sure that the correct information is available as and when residents need it
- use our website, along with residents' newsletters and notice boards to tell you what is going on and what we are doing.

Why should I get involved?

Taking part in important discussions and decisions enables you to have a real influence on the services that are delivered to residents. We ensure that residents' concerns and priorities are taken on board, and this in turn helps us to improve the services we already deliver and develop new services which our residents want in the future. Getting involved can help residents to develop their own skills.

We now offer training to interested residents, so they can be fully engaged with MPH and develop their own skills and abilities. By becoming more active, residents will also meet like-minded people who share their ideas, concerns and ideals.

What sort of things can I get involved with?

We want you to have the opportunity to get involved at whatever level you choose! We are regularly looking for residents to help us develop, monitor and review our housing policies, strategies and services. For example, residents could have the opportunity to influence how our repairs and maintenance service is delivered or help by attending an estate inspection with staff and pointing out where improvements are needed.



“Resident involvement is very important as it gives us a voice to influence the standard of the services we receive and we can work with staff to agree solutions to resolve many of the issues on our estate”.

Vince Grech, Chair of High Path Residents' Association




I haven't done anything like this before?


It doesn't matter whether you have experience in getting involved or where in Merton you live. We want to hear everyone's views and suggestions regardless of age, ethnic origin, gender, disability, faith and sexual orientation. Our staff will be on hand to offer residents any help and support that is required.



How can I be involved?

There are many different ways residents can get involved; it is really up to your interests and the time you have to offer. Residents can get involved in as much or as little as they like. To help residents choose, we have listed examples of our involvement opportunities and given each activity a key.

 The more 'clocks' an activity has, the more time it will take. For example, one clock means you are giving up just an hour at one session. Five clocks will mean you are getting involved in regular activities on a frequent basis.

 The more 'hearts' an activity has, the greater influence it will have on the decision making within the organisation.

The maximum number of hearts and clocks that can be achieved in this activity key is 5.

Ways to get involved

Join our Active Residents' Register

This is a list of residents who have advised us they want to be consulted, and the areas in which they want to be involved. We will regularly contact residents on this list to ask what they think of our new policy or procedure or how they would feel if we were to change a current service in some way.



Join our Residents' Forum

The Residents' Forum is open to all residents and is responsible for overseeing and monitoring resident involvement. It looks at how effectively residents have been consulted and will make decisions on key policy areas. Meetings are currently held on a monthly basis.



Join the Board

The Board is the group responsible for the running of MPH. They make decisions about how the organisation runs and the work we do. There are positions on the Board reserved for residents, who play an important role to determine how MPH is managed.



Become a Resident Inspector

We train residents to evaluate our performance in key services, such as how we carry out repairs to our vacant properties. Resident inspectors will talk to other residents about the services they have received or carry out random inspections.



Join a Service Improvement Group

Service Improvement Groups are meetings where residents discuss, examine and give feedback on key service areas. These groups usually meet on a quarterly basis and each meeting takes a couple of hours. The Service Improvement Group themes include Anti-Social Behaviour (ASB), Repairs & Maintenance, Estate Services and Major Works.



Come to a Focus Group

Focus groups meet to discuss a specific subject or issue in an informal way. The group usually meets once or twice a month and each meeting lasts a couple of hours. We invite residents on our Active Residents' Register or those that have recently contacted MPH about a specific issue. Focus groups are a good way to have your say about an important issue if you do not have time to commit to regular meetings.



Join our Readers' Panel

The Readers' Panel is for residents who are interested in reviewing our leaflets, newsletters and policy documents. We send out draft information which residents review and comment on. This kind of consultation often needs to be done quickly so documents can be printed on time. We often use email or our website to do this.



Join or set up a Residents' Association

This is where residents form a recognised group. We will support residents who wish to set up a residents' association in their area. We will provide financial support to get you started and help with your group's development.



Join one of our Specialist Forums

We have a number of Specialist Forums, including Youth, Sheltered Housing, Leasehold, Freehold and Street Properties & Small Blocks Forums. These groups usually meet on a quarterly basis and each meeting normally takes a couple of hours. At the forums, residents meet and talk about their interests and the key issues affecting their neighbourhoods or activities that they would like to take part in.



Join our Residents' Newsletter – Editorial Panel

This group will work with staff to ensure our resident's newsletter 'Home Matters' is resident focused by making suggestions and contributing to articles. This group meets quarterly, usually for 1 hour.



How will I be supported, if I want to get involved?

We will:

- arrange meetings and events at various times to suit everyone's availability
- provide regular training, so you are informed about your role and know what to do
- ensure all meetings are held in suitable buildings and are accessible to all residents
- pay your expenses when you attend meetings, this will include child care costs, adult carers and travel costs
- provide information in different formats when requested, such as large print or items recorded on to tape
- provide interpreters to translate if English is not your first language.

“Resident Involvement has enabled me to have a say in all the decisions which affect the future of the block of flats I represent”.

Bob Hughes – Chair of Trafalgar Court Residents' Association





“Residents Involvement brings balanced interaction between the community, the housing management teams and their residents”

Moses Salisu - Chair of the Harlands Estate Residents' Association

How will I know if Resident Involvement is making a difference?

Resident Involvement is very important to MPH and we are committed to ensuring that all our resident involvement activities add value and improve services. To ensure this happens, we will regularly monitor the impact of our activities and ask residents who have taken part for their comments.

We will also publish a Residents' Annual Review which will include:

- what has been achieved, what has gone well, and what could be improved
- to what extent residents are satisfied with the range of opportunities to get involved
- our approach to resident involvement, and whether it has led to more residents getting involved, and if it allows all residents to get involved if they want to.

We will use all of this research to review our Resident Involvement Strategy each year with residents, to make sure it remains relevant and up to date.

Contact

Consultation & Communications Team
Merton Priory Homes, The Grange, 1 Central Road,
Morden, Surrey SM4 5PQ Tel: 0300 500 3000
Email: getinvolvedmerton@circleanglia.org
www.MertonPrioryHomes.org



Talking your language

This document sets out Merton Priory Homes commitment to resident involvement and the various ways you can get involved. If you have difficulty understanding this document, please contact, the Consultation & Communications Team on 0300 500 3000.

If you require this publication about 'Resident Involvement: Putting residents at the heart of everything we do' in large print, audio, Braille or an alternative format, or you need this document translated into a different language, please call 0300 500 3000 and we will do our best to help.



I would like to get involved

Simply complete the form below, cut out this page, fold in half, tape around the edges and return to the Consultation & Communications Team, Merton Priory Homes, The Grange, 1 Central Road, Morden SM4 5PQ or call 0300 500 3000 and ask for the Consultation and Communications Team. Alternatively, you can email us at getinvolvedmerton@circleanglia.org for more information.

Name: _____

Address: _____

Postcode: _____

Contact number: _____

Email address: _____

How do I find out more?

I am interested in getting involved with (please tick):

- Active Residents' Register
- Residents' Forum
- Board Member
- Resident Inspector
- Mystery Shopper
- Service Improvement Group
- Focus Group
- Readers' Panel
- Joining or setting up a Residents' Association
- Specialist Forum
- Editorial Panel

I am interested in the following topics (please tick):

- Anti-Social Behaviour
- Estate Services
- Repairs & Maintenance
- Disability Issues
- Young People issues
- Diversity & Equality Issues
- Planned and Improvement Works Programme





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Business Reply
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