



'Engaging residents, Empowering communities'

Resident Engagement Statement 2009/10



Mission Statement

'The aim of Resident Engagement is for residents and Trident to work together to empower residents to improve the quality and choice of services and to impact positively on the communities in which they live.

We will achieve this through increased scrutiny, good communication, partnership working and accessible engagement activities.'

Key Aims

What does Trident want to achieve:

- Put customers' needs first when we design our services
- Offer different ways for customers to have their say
- Offer customers training and support
- Work cleverly, so we give value for money

Introduction

Trident is committed to asking your views, and helping you to take part in how we manage and maintain your home. This is because we want you to be happy with your home and the services we provide. We believe that we can only give a good service if we work together with you.

This statement sets out:

- how we will ask your views
- how we can help you to take part in making choices about your home and community
- how you can play a part in how Trident is run
- Trident's plans and goals during 2009/10

Trident has put together a Menu of Engagement. This sets out the choices you can make about how to take part. The Menu has choices that take into account the time you can give and the type of say you wish to have. It also offers ways to take part that take your preferences into account.

Trident has a Board and Steering Groups who make choices about how Trident is run. Customers sit on both the Board and the Steering Groups. We train and support customers who wish to take part at this level. Customers who sit on the Board are paid for their time and effort.

There are many other ways to take part. Trident runs Open Days for customers, we ask your views in estate walkabouts and focus groups, and we carry out surveys.

Trident wants you and your community to get the most out of life. We hope that supporting you to take an active part in your community will help towards making this happen.

What is a Resident Engagement Statement?

The Tenant Services Authority (TSA) is the new watchdog for housing associations and council housing. Its goal is to raise the standard of services for tenants. During 2009/10, the TSA will develop new rules for how housing associations work. For the time being, it is using the rules set down by the old watchdog, the Housing Corporation. Trident has written this Statement as part of its duty under the old rules.

The Statement brings together Trident's goals and plans for talking to you, and for helping you to take part. It sets out what you can expect from working with Trident to improve services. All activities should make a real difference. We expect the difference to be:

- Better services that meet customers' needs
- Better value services
- Decisions that are clear and easy to understand
- Trident answering customers' questions
- Customers who have more confidence and skills
- Customers making choices about how Trident is run

Trident's Commitment

Trident is clear about its commitment to you:

Mission Statement

- To listen to, engage with and increase the influence that customers have in all aspects of the business

Corporate Plan

- To improve the opportunities for customers to become involved with Trident as both consumers of the service and as influencers and shapers of service delivery

Community Empowerment Strategy

- To empower customers to get involved internally and within their communities
- To engage customers in the governance structures and processes of the organisation.

- To ensure engagement is of a high standard and that there are appropriate opportunities for involvement in the monitoring of our services.

How we will achieve these goals is set out in the Community Empowerment Strategy and the Resident Engagement Strategy.

Opportunities for Involvement

Trident is committed to making sure that every customer has the chance to have their say, or take part. Every customer is different, and everyone has different needs. These needs affect how and when you can take part.

Trident has put together different ways to take part, and offers help for customers who want to have their say. This help can be things like large print, Braille and information in different languages.

To help you to choose the best way to take part, there is a Menu of Engagement. This sets out a range of ways for you to have your say. These include giving feedback, being kept informed or working with Trident to improve services.

Menu of Engagement

There are two ways to take part at Trident; **formal** or **informal**.

Formal:

Join one or more of these groups:

- Board
- Asset Management Steering Group;
- Neighbourhood Services Steering Group;
- Leaseholder Steering Group.

Informal:

Become a member of the 'Views from Home' Panel and you will be invited to get involved in a range of activities, which could include:

- Focus groups
- Telephone surveys
- Questionnaires
- Website Feedback Panel

Other **informal** ways of taking part include:

- Join the Residents' Register
- Be a Local Voice
- Open Days
- Selecting new contractors
- Edit the newsletter
- Carry out estate walkabouts
- Join or form a Local Community Group
- Fun days
- Road Shows
- Community Days

Please see the Menu of Engagement for more details.

Helping our customers to take part

To help customers who wish to take part, we provide the following:

- Customer engagement officer
- Budget
- Training programme
- Carers' costs including child care
- Travel costs
- Help for customer-led community projects
- The Community Fund for customer-led activities and projects

Please see the Residents' Expenses Policy for more details.

Review of the Resident Engagement Statement 2009 / 10

Trident will ask you for your views about the difference that taking part and having your say has made. We will work with you to decide what has worked, what hasn't and what plans should go into the next Resident Engagement Statement in 2010/11.

Would you like to get involved?

If you would like to take part, or have your say, or if you would just like more details, please contact:

Neighbourhood Services Team

Telephone: **0121 633 4633**

E-mail: **residentengagement@trident-ha.org.uk**

Website: **www.trident-ha.org.uk**

Sources of useful information

List of organisations:

- **Tenant Services Authority (TSA):** A national Government agency that regulates all housing associations. www.tsa.gov.uk
- **TPAS England (Tenant Participation Advisory Services):** A national tenant participation organisation that provides information, consultancy, training and conferences on all aspects of involving residents in the management of their homes. www.tpas.org.uk
- **Audit Commission:** An independent watchdog that monitors efficiency, effectiveness and cost in local public services including housing, health, local government, community safety and the fire and rescue services. www.audit-commission.gov.uk
- **TAROE - the Tenants' and Residents' Organisations of England** is, a democratically run, accountable, national organisation which unites tenants' and residents' groups from social housing across England.

TAROE is run by tenants for tenants to represent and campaign for their interests and to ensure that all have rights of access to well maintained, safe and secure homes. www.taroe.org

- **Housemark:** Housing sector leading provider of performance improvement. Working with over 640 plus member organisation to improve service delivery. www.housemark.co.uk

Statement review date:	January 2010
Responsibility of :	Head of Housing