

Resident Involvement Review 2022-23

1: Introduction

1.1 This paper will set out the Resident Involvement activity carried out in 2022-23 and will set out some of the outcomes achieved.

2: Activity in 2022-23

2.1 Retender of the Responsive Repairs and heating contracts

Resident Involvement was identified as being a central facet in the retender of these contracts and that it should take place early on in the retender process. Following a survey exercise in May 2021, we carried out a recruitment process for residents to be part of the interview panels, and selected four residents. Briefings on the tender documents were carried out as was resident input into the interview questions. In late June and early July, interviews were carried out and residents contributed to the selection of our current contractors. A timeline for all involvement in the retender from April 2021 is set out below:-

| Dates | Activity | Commentary |
|---|--|--|
| April-May 2021 | Publicise involvement in retender through Facebook with link to online survey. E-mail link to survey to all tenants whose e-mail address we have recorded. | <ul style="list-style-type: none"> 127 surveys returned (8.6% response rate) 40 respondents interested in being involved |
| July 2021 | Analysis of survey results presented to project group. | <ul style="list-style-type: none"> Results incorporated into PQQ documents |
| October 2021 | Summary report e-mailed to all respondents enquiring for those interested in taking part in the selection process. | <ul style="list-style-type: none"> 4 residents interested |
| November 2021 | Interviews carried out with four residents. (1 Tamar Housing, 3 South Western Housing) | <ul style="list-style-type: none"> All four suitable and agree to take part. (Interview notes taken) |
| March 3 rd 2022 | Update meeting with residents. Discussed timings of process, interview questions etc. | <ul style="list-style-type: none"> One of the resident withdrew due to working arrangements (notes taken) |
| June 8 th 2022 | Meeting with 3 residents to update on received tenders and prepare for interviews. | |
| June 28 th , July 1 st and July 5 th | Interviews for responsive repairs and heating contracts. | Residents participate in interviews |

2.2 Merger consultation

It was imperative that residents were given a genuine opportunity to have their say in the proposed merger between South Western Housing and Tamar Housing Societies. All tenants received a letter and an information sheet setting out how to provide their comments. There was one letter and one phone call.

In addition, over a fortnight in November 2022, five roadshow events took place across our area of operations; seventeen tenants attended.

There were no significant concerns expressed about the merger.



The Roadshow Event at Stafford Court, Totnes, happened on 15th November with a good turnout of tenants, along with five members of WTHP staff.

2.3 Setting up a Residents Panel

A key part of the Resident Involvement Strategy was the establishment of a Residents Panel for Willow Tree Housing Partnership (WTHP).

To set this up three meetings with seven interested residents, took place over the autumn 2022, to discuss what a Panel would do and how it would work. These were very useful and co-operative meetings, and as a result in December 2022 it was agreed what the Panel would do, what support would be required and provided, and how residents could join. Residents and staff attended a Resident Involvement Conference in Mid-October 2022, where there was a ream of information and tips, these were then brought into the meetings. Our plan is that attendance at a conference will become an annual event.



WILLOW TREE

HOUSING PARTNERSHIP

In terms of recruiting to the panel all residents received a leaflet in March 2023 inviting them to apply to be part of the panel. As of April 12th 2023, there were eight interested tenants with the first meeting taking place in the first quarter of 2023-24.



Residents and staff at the Tenant Involvement Conference in October 2022.

2.4 Resident Survey

Satisfaction data was gathered by means of a telephone survey by external consultant Acuity, in late November and early December 2022. This gathered 300 responses. The most salient results in relation to resident involvement are set out below:-

- 71% of residents were satisfied with the overall service provided.
- 71% were satisfied that WTHP keeps them informed about things that matter to them.
- 76% consider WTHP to be easy to deal with.
- 73% consider they are treated fairly and with respect.
- 59% are satisfied WTHP listens to their views and acts upon them.
- 121 comments were received about communications, with improvements required in having calls returned and being treated with care and empathy.

While we acknowledge some of these results are challenging, we anticipate that the establishment of a Residents' Panel and increased involvement, will improve satisfaction levels.

2.5 Community Support



A cheque was donated to the Bob the Bus initiative serving Totnes and the surrounding area at a well-attended event at Stafford Court in Totnes in August 2022.

2.6 Miscellaneous

- Damp and Mould policy and procedure – residents were consulted on the draft approach.
- Residents were involved in testing the website; providing feedback on its user ease and appearance.
- Residents were invited to, and 12 attended, the event at the Plymouth Aquarium on March 31st 2023.



Residents at the merger event 31st March 2023.

3: 2023-2024

The revised strategy sets out some key actions in 2023-24.

- Development of the WTHP Residents' Panel and a cohort of tenants who are interested in getting involved in improvement of the service through scrutiny panels, tasking and finishing groups, and workshops.
- TSM & STAR surveys to be completed by Acuity, having been procured to conduct the surveying on behalf of WTHP. The first telephone/postal and online survey to take place in the summer of 2023.
- Monthly resident online surveys carried out.
- Look into the feasibility of resident mystery shoppers.
- Engagement with TPAS (Tenant Participation Advisory Service) - we are looking to become a member of TPAS and access the expert support and advice this would provide to both residents and staff including online forums and 4 hours of free consultancy time.
- Bespoke tenant engagement package to support Leigham Court retrofit project.