

LONDON & QUADRANT RESIDENT INVOLVEMENT STRATEGY 2008/09

INTRODUCTION

Engaging with our residents and working with them is central to L&Q's mission of creating places where people want to live. By working directly with our residents they will help us to improve the quality of the services we deliver. The aim of L&Q's strategy is to ensure that there is a clear framework in place to promote and strengthen greater participation. We recognise and welcome the contribution of our residents in influencing and shaping services and L&Q is committed to ensuring that residents continue to have their say on how we manage their homes and provide services.

Ultimately, it is for residents to decide how they are involved and the level of their involvement, this will largely depend on their individual circumstances. However, L&Q will continue to facilitate a range of options for involvement in consultation with residents to minimise the barriers to involvement and to increase the participation of all residents, particularly groups who have traditionally been under-represented. L&Q are committed to ensuring that our residents continue to remain at the heart of what we do.

Our priorities

- Providing a range of opportunities for residents to be involved and consulted which will lead to service improvement.
- Involving residents in shaping our services.
- Empowering our residents to influence decision-making.
- Providing resources and training to support our residents to become more involved.
- Ensuring our governance structure strengthens accountability and improves transparency to residents.
- Ensuring that residents are involved at all levels in our governance structure
- Increase resident satisfaction through more involvement and consultation.
- Promote resident engagement in our neighbourhood investment activities.
- Ensure that residents have equal opportunities to take part in involvement and take active steps to engage with hard –to-reach and vulnerable residents.

Our governance structure

The main aim of our new governance structure was to ensure that resident involvement would be:

- more transparent

- representative
- accountable
- clearer and simpler
- effective

We will evaluate our new resident involvement structure to determine whether it is delivering its key aims.

Our resources

We will support and enable residents to become more involved by providing the necessary resources, training, expenses and relevant literature.

We will continue to develop our monitoring of how much is spent on our resident involvement activities to influence our future budgets.

We will monitor the outcomes of our resident involvement activities in order to assess how they add value.

Promoting the ways to get involved

We recognise that there are a variety of ways for residents to get involved at L&Q. We will continue to:

- promote our “10 ways” of involvement through residents’ online and a “revamped” resident involvement pack.
- explore more creative and innovative ways for resident involvement.

Consultation

We will:

- consult with residents on policies, procedure and in key service areas in order to improve service delivery.
- continue to build up a database of residents who want to be involved.

Feedback on our performance

We will actively listen to the feedback we receive from our residents and will continue to measure our performance against our service promise and publish this information via our residents’ website, Homelife magazine, annual Review and the residents’ annual review.

Training

We will continue to encourage and support our residents to be involved by providing a tailored training programme and regularly reviewing it to ensure we are delivering the maximum benefit to our residents.

We will promote and support training for staff to increase their knowledge and awareness of resident involvement.

Equality of opportunity

Each region will develop a hard-to-reach-strategy to identify and work with hard-to-reach and vulnerable groups.

We will pilot local initiatives to encourage more representation of hard-to-reach and vulnerable groups.

We will continue to develop a profile of our residents by recording and monitoring information about ethnicity, vulnerability and disability and using this information to develop our services.

Establish committees which are broadly representative of their local communities.