

Your voice counts

Homes for Haringey's Resident Involvement Agreement

Your voice counts

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Foreword

Welcome to *Your voice counts*

We are delighted to launch Homes for Haringey's Resident Involvement Agreement. This important document sets out how Homes for Haringey and Haringey Council will work with you, Haringey's tenants and leaseholders, to provide quality housing services and decent homes.

We have called this agreement *Your voice counts* because what you have to say really does matter. As the people who use our services you have a unique contribution to make in improving them. We want to know what you think and to give you the chance to get involved in decisions about where you live and the services you get. When you give us your views we will consider them.

We realise that people have many calls on their time so we have made sure that there are a variety of ways for you to get involved. In this agreement you will find details of how you can give us your views and how we can support you. We hope you will find something to suit you.

Homes for Haringey is determined to keep on improving, and our agreement with you will help us do this. In the agreement we tell you what you can expect from us and about the tough targets we have set ourselves. We also tell you how we will monitor our performance.

We would like all residents to sign up and support the agreement. You can sign up at www.homesforharingey.org or by contacting the Resident Involvement Team on 020 8489 4463.

Producing the Resident Involvement Agreement has taken a huge amount of effort and we would like to thank everyone involved in the project. Our heartfelt thanks go to the many residents – especially those on the residents' group – who gave their time, enthusiasm and ideas to develop this agreement: we could not have done it without you.

Michael Jones
Chair, Homes for Haringey

Stephen Clarke
Chief Executive, Homes for Haringey

Cllr Isidoros Diakides
Executive Member for Housing, Haringey Council

Introducing our agreement

In this section you will find information about:

- what the Resident Involvement Agreement is
- the aims of Homes for Haringey's Resident Involvement Agreement
- our principles for working in partnership with residents
- how we developed our Resident Involvement Agreement.

You may not know some of the words and expressions used in this agreement. Where you see this symbol **?** next to a word or expression you can find out what it means in our **Jargon Buster** (see **Chapter 9**).

Note Throughout the agreement we use 'resident' and 'you' to mean:

- all Haringey Council tenants
- all Haringey Council leaseholders
- freeholders who pay service charges to Haringey Council.

What the Resident Involvement Agreement is

The Resident Involvement Agreement (sometimes called a 'Compact') sets out how Homes for Haringey, Haringey Council, residents, representatives of residents living in Haringey Council housing and all recognised residents' associations **?** will work together. All of these groups are partners. Homes for Haringey manages the agreement on behalf of the partners.

The Resident Involvement Agreement tells you how:

- Homes for Haringey will consult and involve residents in decisions about housing issues that affect them, including anti-social behaviour and the repairs service
- residents, Homes for Haringey and Haringey Council will work in partnership to improve housing policies and council housing management
- Homes for Haringey will put the Resident Involvement Agreement into practice and, with residents, monitor the agreement to check it is working.

The Resident Involvement Agreement ensures that all residents:

- get clear and honest information from Homes for Haringey
- know how to get involved in decisions about housing issues and understand the benefits and responsibilities of doing this
- have a say in important decisions about housing issues
- can get support, financial help and training from Homes for Haringey or Haringey Council to make their voice heard.

Our agreement has four parts:

- how you can make your voice count by getting involved
- the standards you can expect for information that we provide, the standards for meetings and for residents' groups
- how we will monitor and review the Resident Involvement Agreement
- other useful information that supports the Resident Involvement Agreement.

We provide more detailed information on our plans for involving residents in the coming years in **Appendix 1 Homes for Haringey's Resident Involvement Strategy**.

Who this document is for

Homes for Haringey staff, Haringey Council and residents will use this document to help ensure that residents are fully involved in the management of their homes and the services they receive.

All partners in the Resident Involvement Agreement will get this version of the agreement; all residents will get a summary of the agreement. Both versions are also on the Homes for Haringey website at www.homesforharingey.org.

The aims of Homes for Haringey's Resident Involvement Agreement

These are to:

- promote effective partnership working: residents often know what the solutions to problems are; Homes for Haringey staff should advise

residents of opportunities and restrictions; the Homes for Haringey Board and the Council should listen to residents' views before making decisions

- set out how we will inform, consult and involve residents and to set standards for doing this
- ensure that effective resident consultation and involvement takes place, and that both housing services and residents' quality of life improve as a result
- allow effective monitoring of involvement and consultation so that resident involvement continues to improve
- encourage culture change in Homes for Haringey so that we ask for and take on board residents' views
- demonstrate to all partners that Homes for Haringey is committed to working with residents so that the services they receive are of the highest standard and continue to improve
- show the government that we take its guidelines on resident involvement seriously
- list other documents relating to resident involvement in one place.

Our principles for working in partnership with residents

When it comes to working with residents we follow these principles:

- both Haringey Council and Homes for Haringey are committed to involving residents in managing their homes
- both the council and Homes for Haringey have clear responsibilities for resident involvement
- we monitor, evaluate and review resident involvement so that it is effective and meets the needs of residents
- we regularly train and inform all Homes for Haringey staff, key Haringey Council staff and council Members on the rights, expectations and benefits of resident involvement
- Haringey Council and Homes for Haringey will consult residents on housing services in ways that meet their needs and fit local circumstances
- Haringey Council and Homes for Haringey will develop and use new ways of working with residents to ensure that everyone in the

community can have their say and that our equality policies for housing services work properly.

Changes to this agreement

The Resident Involvement Agreement is a working document. We will review it annually and make any necessary changes. The Tenant Participation Panel will be responsible for making any changes and the Lead Member for Housing and the Chair of the Homes for Haringey Service Delivery Committee will be responsible for approving these changes.

How we developed our Resident Involvement Agreement

In September 2005 a group of residents began meeting to draw up a new Resident Involvement Agreement that reflected Homes for Haringey's stronger focus on resident involvement and that, in the words of one resident, "had teeth".

Once we had completed a draft of the new agreement we sent it to all other residents' groups and panels, residents' associations, advocates ?, residents who took part in the borough-wide Residents' Consultative Forum, forums for speakers of other languages, Haringey Council Members for Housing, and Homes for Haringey staff and Board members.

The residents' group took account of these views and then produced the final version of the Resident Involvement Agreement which the Homes for Haringey Board and Haringey Council Executive agreed.

What resident involvement has achieved so far

We already have a track record of listening to residents and involving them in important decisions. Recently residents have helped us improve our services through their involvement in:

- reviewing and developing this agreement
- appointing building firms to work on the Decent Homes programme
- developing a new lettings standard
- developing a new allocations policy

- producing a resident training strategy and resident training programme
- developing a customer agreement for major works
- value for money reviews
- the repairs handbook review
- the Decent Homes consultation programme
- developing an agreement for young people
- developing a youth sounding board.

PART 1 Get involved – how to make your voice count

In this section you will find information about:

- what we will ask for your views on
- ways to get involved
- how we can help you get involved.

Chapter 1 What we will ask for your views on

By law, we have to consult secure council tenants about certain issues such as changes to tenancy agreements and rent increases. We also have to consult council leaseholders about some matters. You can get more information about your right to be consulted from the Department of Local Government and Communities at www.communities.gov.uk or Homes for Haringey's Tenants' Charter ? and Leaseholders' Charter ? at www.homesforharingey.org.

Because residents' views are vital to improving services, we will also ask for your views on many other issues. These include: the repairs service; how we communicate with you; and improvements to your home and neighbourhood.

Consulting you on standards for housing services

For you to judge how good our services are you need to know exactly what services we provide and the standards we set for these services. You can find this information in the Tenants' and Leaseholders' Charters and in our Customer Service Standards. These are all available on our website at www.homesforharingey.org.

If we plan to change these standards we will consult you. In addition, both the Homes for Haringey Board and Haringey Council must agree any changes.

We have set out below exactly what we will consult you on and how:

Area	Why	How we will involve residents	How often
Tenant Involvement	Homes for Haringey wants to offer all residents the opportunity to have their voice heard.	<p>We will consult and inform the Tenant Participation Panel about any changes to tenant participation and will monitor performance against targets.</p> <p>The Tenant Participation Panel will also monitor the effectiveness of the Resident Involvement Agreement and Resident Involvement Strategy ?. The panel will draft a report and present it to the Homes for Haringey Board.</p>	<p>Monthly/when required</p> <p>Annually</p>

Area	Why	How we will involve residents	How often
<p>Housing policy and strategy</p> <ul style="list-style-type: none"> • Tenant Participation • Allocations • Choice based lettings • Customer care • service standards • Tenancy management • Rents • Debt recovery • Repairs • Empty properties • Improvements • Estate management • Leaseholder Services • Anti-social behaviour • Equalities 	<p>Policies need to be updated and reviewed on a regular basis to make sure that the services you receive are:</p> <ul style="list-style-type: none"> • value for money • delivered to an agreed standard • fair • transparent. 	<p>When Homes for Haringey or Haringey Council needs to make a policy change it will consult residents and other stakeholders using some or all of these:</p> <ul style="list-style-type: none"> • Residents' Consultative Forum • Language forums • Disabled People's Group • Neighbourhood Assemblies • Residents' associations and groups • Residents' panels • Focus groups • Surveys • Annual Tenants' and Leaseholders' Conference • Public events and meetings. <p>We will inform all residents about the new policy through:</p> <ul style="list-style-type: none"> • newsletters • leaflets • website • letters. <p>We will consult the Communications panel about the content and design of electronic and paper information given to tenants about the services and performance Homes for Haringey provides</p>	<p>Wherever a change is proposed</p>

Area	Why	How we will involve residents	How often
<p>Decent Homes Standard</p>	<p>Over the next few years Homes for Haringey plans to invest considerable amounts of money to improve homes and neighbourhoods and wants to fully involve residents in the process.</p>	<p>We will fully involve residents in drawing up any contracts for major works for the Decent Homes programme and the contractor selection process. We will also monitor how the programme is progressing using the:</p> <ul style="list-style-type: none"> • Asset Management Group • Procurement Panel <p>We will give regular updates on the progress of the Decent Homes programme to:</p> <ul style="list-style-type: none"> • Residents' panels • Residents' Consultative Forum • Neighbourhood Assemblies • Local project meetings. 	<p>Intensive ongoing monitoring of the whole programme</p> <p>Quarterly</p>

Area	Why	How we will involve residents	How often
<p>Improving your homes</p>	<p>When we plan major building work to homes or estates we want to ensure that residents are fully aware and informed about what is going to happen.</p>	<p>At a local level we will invite all residents affected by the building works to attend regular meetings, workshops and informal events so we can inform and consult them about the proposed works and update them on the progress and any changes to the works.</p> <p>These meetings and events will take place before work starts, during and after we have done the work. We will invite all residents to complete a satisfaction survey when the work is finished and we will feed back the results to the:</p> <ul style="list-style-type: none"> • Asset Management Group • Procurement Panel. <p>We will give all residents affected by major works a copy of the Customer Agreement for Major Works detailing the standards of service they can expect.</p> <p>At a borough-wide level we</p> <p>will inform these panels and forums about how the major improvement programme is progressing against targets:</p> <ul style="list-style-type: none"> • Asset Management Panel • Procurement Sub-group • Neighbourhood Assemblies • Residents' Consultative Forum <p>Homes for Haringey will publish information</p>	<p>Ongoing rolling programme when work is planned or in progress</p> <p>At the start of any project which includes their home</p>

Area	Why	How we will involve residents	How often
Repairs service	We want to continually improve the repairs service you receive	<p>We will consult the Repairs Panel, inform it about any proposed changes to the service and monitor services and performance against targets.</p> <p>We will encourage individual residents to report back on the service through:</p> <ul style="list-style-type: none"> • satisfaction questionnaires • text messaging • complaints process • learning log. ? 	<p>Quarterly/when required</p> <p>Ongoing</p>
Our finances	We want to work in partnership with residents when deciding our spending priorities.	<p>We will consult the Residents' Finance Panel on:</p> <ul style="list-style-type: none"> • budget setting proposals • financial aspects of specific proposals in reports and financial implications of any proposed policy change. <p>We will give all residents basic financial information about how Homes for Haringey is spending its money through:</p> <ul style="list-style-type: none"> • newsletters • annual report • website. 	<p>Annually When required</p> <p>Annually</p>

Area	Why	How we will involve residents	How often
Rents, debt recovery and support	It is important that Homes for Haringey maximises its income. To do this we must prevent residents from getting into debt.	<p>We will consult the Residents' Finance Panel on proposed changes to services and will receive regular monitoring reports on arrears collection and void management.</p> <p>We will inform individual residents of the proposed changes through:</p> <ul style="list-style-type: none"> • personalised letter • leaflets • newsletters • website. 	<p>As required/quarterly</p> <p>As required</p>

Area	Why	How we will involve residents	How often
Housing Management Services	We want to work in partnership with residents in setting targets, monitoring and reviewing services and performance, and dealing with neighbourhood issues.	<p>At a local level Homes for Haringey will listen, consult and inform residents through:</p> <ul style="list-style-type: none"> • estate inspections • estate meetings • advocate programme • residents' associations • estate newsletters. <p>At a borough-wide level we will consult the:</p> <ul style="list-style-type: none"> • Residents' Consultative Forum • Tenancy and Estate Management Panel. <p>The Tenancy and Estate Management Panel will monitor the service against targets and receive regular reports about local consultation initiatives, and complaints received about the service.</p>	<p>Monthly/quarterly</p> <p>As required</p> <p>Quarterly</p>

Area	Why	How we will involve residents	How often
Supported Housing Services	Homes for Haringey and Haringey Council wants to make sure that the services they provide are appropriate to the changing needs of this group of residents.	<p>Haringey Council and Homes for Haringey will consult on proposed changes to the service through:</p> <ul style="list-style-type: none"> • scheme meetings • Elderly and Special Needs Forum • Association of Tenant Representatives. <p>The Elderly and Special Needs Forum will monitor the service against targets.</p>	<p>As required</p> <p>Annually</p>
Leaseholder Services	Homes for Haringey wants to provide an efficient, effective and economic service for all its leaseholders and service-charged freeholders.	<p>We will consult the Leasehold Panel and inform it about any proposed changes to the services. The panel will monitor the service and performance against these targets:</p> <ul style="list-style-type: none"> • setting service charges • debt recovery • major works • communal and cyclical programmes. 	Monthly/as required

Best Value

By law, we have to make sure our services are “best value”. This means that we are providing the services that people want, at a price they are prepared to pay.

To check that we are offering best value, we review all our services over five years. We:

- **compare** the service we provide with other organisations, to find ways of improving
- **challenge** whether we should provide a particular service and if so, how
- **consult** you on how we could improve services
- **compete** with other organisations that provide services, to make sure you are getting the best in terms of quality and value for money.

We also look at:

- **economy** – how much it costs to provide a service
- **efficiency** – what you get for what you pay
- **effectiveness** – the quality or quantity of what you get.

Every year we will send you a summary of our Best Value Performance Plan which shows how well we are doing. You can also get both the summary and the full version of the plan on our website at www.haringey.gov.uk, email improvement.performance@haringey.gov.uk or call 020 8489 2546.

We will also invite residents to get involved in best value reviews through the Residents’ Finance Panel, the Residents’ Consultative Forum, and other groups as necessary.

Your voice counts – our consultation charter

We want to consult you as well as we can. To make sure that we do we have a set of guidelines that we stick to; this is called the consultation charter.

The charter says that when we ask for your views we must provide:

- **a clear statement about what we are doing.** We will tell you if we are giving information, asking for your opinion, or making a decision jointly with you. We will tell you what we are asking you

to consider, and how much time you have to do this. We will give at least 10 days' notice of consultation meetings and if we cannot do this we will explain why. We will also give you as much time as possible to make joint decisions with us.

- **information to help you play an effective part in the consultation.** We will give you relevant information to help you decide about different options. For example, we will tell you the expected costs and benefits of any proposals, and what can and cannot be changed.
- **a clear explanation of how much say you will have in the final decision.** For example:
 - none – we are giving information
 - consulting – we are asking for residents' views so we can take these into account before making the final decision
 - involving – we will involve residents in decision making
 - deciding – the Homes for Haringey Board (or in some cases the council) has decided that residents should have the final say.
- **details of how we will involve residents affected by the proposals.** This will include details of:
 - any public meetings that residents can attend to discuss the proposal
 - any special arrangements to make sure that we are consulting all those the proposals affect
 - how we will consult and involve residents in drawing up publicity for meetings, and surveys and questionnaires for their area
 - how residents can give us their views
 - how we will take account of residents' views
 - how and when we will give feedback
 - the name and contact details of the member of staff who is in charge of the consultation
 - how we will make the final decision and who will make it
 - how and where to complain if you are not satisfied.

How we will consult you

We take our responsibility for consulting you seriously.

We plan all our consultation, including who we will consult and how, and how we will tell you about decisions made as a result of the

consultation. Because we consult on many issues we ask people for their views according to how important the issue is and who it affects. Please do tell us if you think we are asking the wrong people, or in the wrong way.

Before we ask for your views we will identify a residents' steering group (usually the most appropriate existing residents' group, such as the Repairs Panel for consultation about repairs). This steering group checks that we are managing the consultation properly and will work with staff on proposals. We also check that our consultation plans will give everyone the chance to have their say.

We will consult in different ways, including asking for the views of residents' groups and of individuals. The Board is responsible for making decisions about Homes for Haringey but we have to involve residents before the Board takes a decision. We will give a summary of people's opinions to the Board (and where relevant to Haringey Council) before they take a decision. The Board can also get full details of what everyone has said. We do not give out people's names unless they have agreed to this.

If recommendations to the Board or Haringey Council go against residents' views we make sure that the Board is aware of this and explain why our recommendations are different. We also tell the Board when residents hold differing views and explain why we have made our recommendations.

After the consultation we will tell affected residents what has been decided and what will happen next. We will also tell you how your views influenced the decision. If we cannot do what residents asked for we will tell you why.

Monitoring consultation

We look at how well our consultation process is working when we monitor the Resident Involvement Agreement. You can find out more about how we do this in **Chapter 7 Reviewing and monitoring the Resident Involvement Agreement**.

Chapter 2 Ways to get involved

We realise that people lead busy lives and that not everyone can spend much time getting involved. That is why there are many different ways for you to make your voice count – and we appreciate whatever time you can spare. You can get involved through a group such as a residents' association or as an individual.

If you do not have much free time you might simply want to read the **information** we send you, such as Homes Zone, our magazine for all residents, or look at information on our estate noticeboards.

With a little more time available you can give us your **feedback**, for example, by filling in a repairs survey slip.

To have a bigger say on particular issues you can take part in **consultation**, for instance, by joining a focus group **?** or completing a survey.

If you are keen to work with other residents, Homes for Haringey and Haringey Council to get things done, you can **participate**. For example, you could join a working group or panel.

Lastly, if you want the power to **make decisions**, control a budget or manage a service, you can become an elected resident Board member or help set up and run a Tenant Management Organisation (TMO) **?** under the Right to Manage legislation.

More information

To find out more about opportunities to get involved you can join the Tenant Participation database, check out our website at www.homesforharingey.org, or see Homes Zone. You can also contact the Resident Involvement Team on 020 8489 4463, Minicom 020 8489 3718, or at resident.involvement@homesforharingey.org for information.

Involving everyone

We recognise that it can be difficult for people to have their say because, for example, they do not speak English or they do not want to go to meetings. In **Appendix 1 Homes for Haringey's Resident Involvement Strategy** we focus on improving opportunities for everyone to get involved, in a way that suits them.

Young people often feel left out when it comes to saying what they think, partly because many of the methods we use to consult do not suit them. Our Resident Involvement Strategy also sets out how we will reach young people more effectively.

Older people, disabled people, those from Black and Minority Ethnic Groups ? and other parts of the community can also find it difficult to get involved. We will work closely with residents and Haringey Council to develop better ways of involving these residents and will check we are doing this when we monitor the Resident Involvement Agreement. You can find out more in **Chapter 7 Reviewing and monitoring the Resident Involvement Agreement**.

Involving you effectively – our promise

People will only get – and stay – involved if they feel things will improve as a result. To make sure that you feel it is worth being involved we will:

- communicate effectively, with all sides listening and clearly expressing their views
- provide clear, easy to understand information
- tell you how much time getting involved in a particular activity will take
- take your views on board and tell you what we have done as a result
- make sure meetings are well planned and organised in advance
- provide effective support to help you get fully involved.

Ways to get involved

Time commitment

⌚ Low level of commitment; for example, occasional contact through a survey or focus group





⌚⌚ Medium level of commitment; for example, meetings every so often

⌚⌚⌚ High level of commitment; for example, regular meetings

⌚⌚⌚⌚ Very high level of commitment; for example, lots of regular meetings and other events

You can decide how much time you can give towards getting involved in different activities. The time you can offer is entirely up to you and can vary depending on your availability.

Level of involvement

-  Feedback
-  Consultation
-  Participation
-  Decision making

More information



The Resident Involvement Team is usually the first point of contact. You can reach them on 020 8489 4463, Minicom 020 8489 3718, Minicom 020 8489 3718, at resident.involvement@homesforharingey.org, or see www.homesforharingey.org. Where you should speak to somebody else we have given their details below.

Time commitment	Type of involvement	Details	Level of involvement
🕒	Make a complaint, compliment or suggestion	<p>We are always keen to get residents' feedback on our services so that we can improve them. You can make a complaint, compliment or suggestion in several ways.</p> <p>If you make a complaint we will do our best to sort out the problem so that you are satisfied. If you compliment us on our services or make a suggestion about them, we will thank you and tell you how we plan to use the feedback you have given us.</p> <p>You can also give us your feedback in other ways, for example, through the annual tenants' and leaseholders' survey or activists' questionnaire.</p> <p>More information You can give other feedback to any member of Homes for Haringey staff by phone, email or in writing. You can also call us on 0800 195 3404.</p> <p>Alternatively, you can contact the Homes for Haringey Feedback Team at:</p> <p>Homes for Haringey 13-27 Station Road London N22 8UW</p>	✍️



		<p>Tel 020 8489 4321, 020 8489 4337, or 020 8489 4235 Fax 020 8489 1944 Minicom 020 8489 1140 Email complaints@homesforharingey.org.</p> <p>Finally, you can fill in the form in our Making a Complaint, Compliment or Suggestion leaflet. You will find this on our website at www.homesforharingey.org. It is also available from our Customer Service Centres.</p> <p>If you want to make a complaint, compliment or suggestion to Haringey Council about its services see www.haringey.gov.uk or call 020 8489 2550 for more information.</p>	
🕒	Go to a residents' association meeting	A group of people who get together to give local residents a stronger voice and to help improve where they live.	✍️
🕒	Become a resident monitor	Resident monitors check that the communal services we provide on estates (such as cleaning) meet the standards we have set with residents.	✍️
🕒	Go on an Estate Inspection ?	<p>Every six months tenancy management officers, estate services supervisors and surveyors carry out an Estate Inspection – a check on the condition of the communal areas of estates with over forty homes.</p> <p>We consult residents' associations and advocates when we are setting dates for inspections, as we believe that residents have a crucial part to play and want you to be able to attend. We let</p>	✍️








		<p>residents know through estate newsletters and estate notice boards when inspections are taking place so that residents can join in. We also invite local councillors.</p> <p>Homes for Haringey staff make a note of all communal issues that people bring up during the inspection. At the end of the inspection we ask residents to list their top five priorities for the estate.</p> <p>Within three weeks we will send an inspection report to everyone who took part or who asked for a copy and include a summary report in estate newsletters. We report repairs and check they are done on time.</p>	
🕒	Take part in a focus group or one-off consultation events	<p>We use these when we need to find out the views of a particular group of residents, for example: older residents who do not live in sheltered homes; residents who have moved into a Haringey Council home in the last year; or residents of a particular ethnic background.</p> <p>We give all residents who take part in focus groups and one-off consultation event a summary of the focus group/event report. We will give a full report of the findings to the Tenant Participation Panel and, where appropriate, to ward councillors, the Executive Member for Housing and the Leader of the Council.</p>	✍️
🕒	Give the Homes for Haringey Board your views	Any group of residents that Homes for Haringey recognises (for example, residents' associations, panels, umbrella groups ?) has a right to give the Board its views.	✍️

		<p>Groups must put their views in writing, and Homes for Haringey staff can give help with this if required. The group should agree the report at a meeting to make sure that the views of some people are not presented as those of the whole group. The report should then go to the Board, along with supporting information provided by a Homes for Haringey manager.</p> <p>If the group wishes and the Chair of the Board (the person in charge of the meeting) agrees, the Board will listen to group members for up to five minutes during the Board meeting.</p> <p>The timetable for giving the Board views in this way is:</p> <ul style="list-style-type: none"> • the group sends a written report to the Board at least 10 days before the Board meeting • the Homes for Haringey manager sends their supporting information to the Board at least five days before the Board meeting • at least three days before the Board meeting the group asks to speak to the Board, if it wants to. <p>You are welcome to attend Board meetings as an observer.</p> <p>More information Contact the Governance and Board Support Team on 020 8489 1702, at governance.team@homesforharingey.org, or see www.homesforharingey.org.</p>	
🕒	Ask the Homes for	All members of the public can ask the Board questions about its	✍️



	<p>Haringey Board a question</p>	<p>work or decisions.</p> <p>You must put your questions in writing and Homes for Haringey must get them at least 48 hours before a Board meeting. We do not accept anonymous questions.</p> <p>At the meeting the Chair will give details of any questions and an answer. People who are attending the meeting cannot make any comments about the Chair's reply. If it is not possible to give an answer at the meeting then the Board will give an answer in writing within five working days.</p> <p>More information Send your questions for the Board to:</p> <p>Board Questions Homes for Haringey 6th Floor River Park House London N22 8HQ</p> <p>Tel 020 8489 1702 Email governance.team@homesforharingey.org.</p>	
	<p>Attend a Haringey Council meeting</p>	<p>Haringey Council holds regular meetings where it makes important decisions about housing and other issues that affect residents. These meetings include:</p> <ul style="list-style-type: none"> • Full Council meetings 	


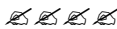

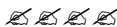
		<ul style="list-style-type: none"> • Area Assemblies (public meetings where Haringey residents can suggest improvements to their local area and talk to councillors) • Scrutiny Committee • the Executive Committee • other committees and sub-committees. <p>You are welcome to attend these meetings and ask questions at them.</p> <p>Once a year Haringey Council invites residents from Homes for Haringey panels to meet Members of the Council and Homes for Haringey Board members. At this meeting, people discuss how well Homes for Haringey is performing and if we are keeping to our Delivery Plan ?.</p> <p>We will consult residents about our Delivery Plan, including our values and aims, and tell residents how we performed in the previous year in our Annual Report ?.</p>	
		<p><i>Consultation note:</i> the Tenant Participation Panel has proposed that each panel nominates one person to take part in the annual review meeting. These people should be those that the panels feel will be best at addressing the issues to be discussed. People can only accept a nomination from one panel. <i>Do other residents, the Board and the Council agree with this proposal?</i></p>	
		<p><i>More information</i></p>	

		<p>Contact Haringey Council's democratic services manager on 020 8489 2915, at making.your.voice.heard@haringey.gov.uk, or see www.haringey.gov.uk.</p> <p>For details of Area Assemblies contact the area assembly coordinator on 0208 489 4928 or at area.assembly@haringey.gov.uk.</p> <p>You can find a full list of Council meetings at public libraries. Haringey Council also publishes the dates of important events and meetings in Haringey People, the council's monthly newspaper.</p> <p>Copies of agendas for all council meetings are available at libraries and Haringey Council offices at least three days before a meeting. Some agendas are also available online. You can get agendas for past meetings at some libraries.</p>	
	<p>Go to the Residents' Consultative Forum</p>	<p>This borough-wide group is open to all residents and looks at changes to housing policy that Haringey Council and Homes for Haringey is proposing.</p> <p>At each meeting people can attend one of several workshops on subjects that interest or concern residents. In the meeting that follows residents discuss a variety of issues.</p> <p>We use the forum to get residents' views at both the start and end of a consultation exercise, while one of our many residents' groups or panels does the detailed consultation work.</p>	

 	<p>Become an advocate</p>	<p>If there is no residents' association on your estate or in your local area but you want to help your neighbours have a say, you could become an advocate – an individual resident who acts as a link with Homes for Haringey. Some advocates have gone on to set up successful residents' associations. This means that Homes for Haringey can take account of more views. Former advocates continue to use their skills as an association member.</p> <p>Advocates:</p> <ul style="list-style-type: none"> • attend Estate Inspections • work with the tenancy management officer for the area they represent on issues of general concern or interest to residents • have up to date information about how Homes for Haringey is working in the area they represent, including information about any improvement work that we are doing • advise residents in the area they represent on how to report problems. <p>Advocates do not use their position to raise issues about their own housing or act as unpaid members of Homes for Haringey staff.</p> <p>Advocates meet monthly for further training and to discuss common problems and ways of developing the service they provide. They feed this information back to Homes for Haringey and Haringey Council's Housing Services.</p>	
 	<p>Take part in a</p>	<p>Where there are local issues or we are suggesting changes that</p>	 

	consultation exercise	<p>affect your home or community, we give affected residents information and advice about our plans and ask for your views. We also consult recognised advocates and residents' associations.</p> <p>Where we are planning changes that affect all residents, for example changes in the way we manage your home or to your tenancy agreement, we consult all residents and ask for your views. We also involve residents' panels.</p> <p>You can find out more about consultation in Chapter 1 What we will ask for your views on.</p>	
🕒🕒🕒	Become a committee member of a residents' association	Being on the committee of a residents' association (for example, as the Chair or Secretary) will help you give the residents in your residents a stronger voice.	✍️✍️
🕒🕒🕒	Join one of Homes for Haringey's groups or panels	<p>Here are the groups and panels you can currently join (January 2007):</p> <ul style="list-style-type: none"> • Annual Residents' Conference Planning Group – organises the yearly Homes for Haringey conference for all residents • Asset management Sub-group – looks at Decent Homes and other planned major work and how we will consult residents on this • Communications Panel – considers how we can communicate effectively with residents • Disabled People's Group – looks at the housing needs of disabled residents • Elderly and Special Needs Forum – considers residents' 	✍️✍️✍️

		<p>concerns and ideas with councillors and senior managers</p> <ul style="list-style-type: none"> • Finance Panel – discusses how we manage our money and give you value for money • Groups for speakers of other languages – look at housing and other community issues • Home Zone Readers’ Panel – reviews our magazine for residents • Leasehold Panel – discusses day to day issues that affect leaseholders • Leaseholders’ Forum – discusses major policy and strategic issues • Procurement Sub-group – helps appoint Decent Homes, day to day repairs and empty homes contractors • Resident Training Sub-group – develops training opportunities for residents • Residents’ Repairs Panel – looks at repairs issues • Tenancy and Estate Management Panel – looks at everyday issues of concern to residents, such as rents, cleaning and anti-social behaviour • Tenant Participation Panel – develops opportunities for residents to get involved. 	
	<p>Put in an Estate Improvement bid</p>	<p>Every year we pay for a number of environmental improvements? to estates that residents have suggested and put in a bid for. We set a budget each year and residents (groups and individuals) can make a bid request through their residents’ association, tenancy management officer or local councillor. Final bids are scored by officers and judged by an independent panel of residents.</p>	

	<p>Set up or help run a Tenant Management Organisation (TMO) under the Right to Manage</p>	<p>A TMO is run by residents and has a budget to run services in a local area. TMOs can run a single service (such as repairs or grounds maintenance), all the housing management services in their area, or anything in between.</p> <p>Residents' associations can get government funding and independent advice to help them draw up long term plans for their area and play a bigger part in managing their homes.</p>	
	<p>Become a resident Board member</p>	<p>The Board is responsible for running Homes for Haringey, so Board members have an extremely important job to do. As well as attending monthly Board meetings, Board members sit on the Finance and Audit Committee, the Service Delivery Committee and the Human Resources Committee.</p> <p>At the Board's first annual general meeting residents will elect six new resident Board members. They can be Board members for up to three years.</p> <p>Resident Board members are elected regularly to give more people a chance to get involved in managing Homes for Haringey.</p> <p>More information Governance and Board Support Team 020 8489 1702, at governance.team@homesforharingey.org, or see www.homesforharingey.org</p>	

Chapter 3 How we can help you get involved

We know that simply offering a range of ways for residents to get involved is not enough. That is why we also help residents to have their say by providing practical support such as advice, grants, expenses and training.

For more information about any of the sections below please contact the Resident Involvement Team on 020 8489 4463, Minicom 020 8489 3718, at resident.involvement@homesforharingey.org, or see www.homesforharingey.org.

The Resident Involvement Team

Our full time Resident Involvement Team is on hand to offer advice and help on all sorts of resident involvement issues, to both individual residents and residents' groups.

We:

- promote resident involvement
- help residents' associations get organised and funded
- help develop action plans for groups
- help with finding applications and grants from other organisations
- help to organise events
- advise and support residents who want to set up a residents' association, become an advocate, resident monitor or join a group or panel
- help residents' groups set up or change their constitution ?
- support committee members on residents' associations
- advise residents on useful training
- help run monthly support meetings for advocates
- advise residents interested in setting up a Tenant Management Organisation and help get funding for this
- support and monitor Homes for Haringey's main groups and panels
- develop and monitor the Resident Involvement Agreement with residents
- develop the resident involvement strategy with residents
- find new ways of getting residents involved
- organise the Annual Residents' Conference.

Homes for Haringey is a member of the Tenant Participation Advisory Service (TPAS), which can give residents independent advice and information on resident involvement issues. You can find out more at www.tpas.org.uk.

The Supported Housing Team

We also have a team that works with the Elderly and Special Needs Panel and the Association of Tenant Representatives. Staff offer information and advice about these groups to supported housing residents and arrange group meetings.

The Home Ownership Team

The Home Ownership Team consults leaseholders through the Leasehold Panel and Forum on the services we provide. We also consult leaseholders where we legally have to under section 20 ? of the Landlord and Tenant Act (1985).

Tenancy Management

The Tenancy Management Service consults residents on local issues. We do this through:

- estate meetings
- work with residents' associations and advocates
- estate inspections and estate inspectors.

Funding for resident involvement

Every year we set a budget for resident involvement to help ensure that all residents can make their voice count.

Money from this budget is used for:

- supporting residents' associations and other groups through grants
- training
- publicity information and newsletters
- panel meetings and groups
- the annual residents' conference
- translation and interpreting costs
- Tenant Participation Advisory Service (TPAS) membership
- meeting expenses, including travel and childcare costs
- postage.

Covering your expenses

We can help with some expenses to make it easier for you to get involved.

Travel expenses

If you go to a meeting, training course or other event that we have approved then we can help cover your travel costs to and from the event.

We pay public transport costs, and if you use your own transport we pay a standard mileage rate. We may also pay for things like taxi fares or for special transport if you are disabled or have mobility problems.

If you are a leaseholder or tenant living outside Haringey then we can only pay your travel expenses from inside the borough.

Childcare costs and carers' allowance

If you attend a meeting, training course or other event that we have approved then we may be able to help cover your childcare costs or pay an allowance to help cover your caring responsibilities.

You must tell the Resident Involvement Team before the event that you want to claim childcare costs or carers' allowance.

Telephone expenses

We will give recognised advocates a telephone charge card to use when they make calls to key contacts and services.

Residents' association committee members can claim for calls they make on association business. The refund will come from the residents' association's grant as long as the committee has already agreed this at a meeting.

Training for residents

We offer a wide range of training courses so that residents can build up their skills and knowledge and play a bigger part in managing their homes.

We divide our training programme into three areas:

1. skills training for new residents' association committee members, advocates and panel members to help them develop the skills they need for the job
2. training for existing residents' associations, advocates or involved residents to help them improve their skills
3. special training for residents who want to build up their skills in particular areas, such as housing finance, public speaking or negotiation.

Our training includes:

- committee skills
- becoming a panel member
- advocate induction
- public speaking and presentation
- increasing your confidence
- how to negotiate
- valuing diversity ?
- promoting your group or residents' association
- being assertive
- keyboard and word processing skills
- becoming a Homes for Haringey Board member
- tackling anti-social behaviour.

We advise residents who have only just started to get involved, and new panel members, to go on our induction training programme.

The Training Sub-group (made up of residents) decides on residents' training needs and checks regularly that we are meeting these needs. It also decides how the resident involvement training budget is spent.

Specialist training and conferences

If we cannot provide specialist training that you need to get involved then we may be able to help you get training somewhere else. You will need to meet the conditions set by the Training Sub-group and show how your new skills will benefit your local community or any Homes for Haringey groups or panels that you are involved in.

Every year we also pay for a limited number of residents to take part in events like the Tenant Participation and Advisory Service (TPAS) Annual Conference.

You can get more information about training courses and our resident training criteria on our website or by contacting the Resident Involvement Team.

Training for advocates

To become an advocate you need to do our advocates' training course (for more information about advocates see **Chapter 2 Ways to get involved**).

More information

Please see our resident training guide or contact the Resident Involvement Team.

Support for meetings and events

Translation and interpreting

We will provide interpreters, signers or induction loops for meetings if you ask us to. It is important to give us as much notice as possible to make sure we can provide the interpreters or equipment you request.

We will also translate documents produced by a residents' association into community languages or produce them in large print, audio or Braille if you need us to.

Meeting rooms

All meetings must take place in a suitable, accessible and comfortable place. We make sure that everyone can get into meeting venues and advise residents' associations on doing this.

On estates where there is a residents' association we will try to provide a meeting room. If a residents' association needs to hire a meeting room then they should pay for this out of their annual grant. We will pay room hire costs for associations that we are helping to set up.

If residents want to meet less formally, such as for an estate meeting or a one-off event, they can contact their tenancy manager or the Resident Involvement Team and ask Haringey Council or Homes for Haringey to pay their room hire costs.

Refreshments

We will provide light refreshments at approved meetings, training courses or events. We will do our best to have suitable refreshments for anyone who has a special diet. It is important that you tell us about this before the event.

Office and other support for residents' associations

The Resident Involvement Team can give office support to committee members of recognised residents' associations, residents setting up new associations, recognised advocates or people interested in becoming an advocate.

For these groups we can:

- advise on publicising meetings effectively
- design and print newsletters, leaflets and general publicity material
- do photocopying
- send faxes
- make one-off loans of overhead projectors (OHPs), screens, laptops, flip charts and a hearing induction loop for residents' association meetings.

PART 2 Standards – what you can expect

In this section we set out details and our standards for:

- the information we provide
- meetings
- resident groups.

Chapter 4 First class information

As part of our commitment to involving all residents we provide a range of information. We set ourselves high standards to make sure that this information meets people's needs and helps them get involved in a way that suits them.

Information you can ask for

By law, under the Freedom of Information Act 2000, you can request:

- information on services and the organisations that provide them
- information produced by other organisations, for example residents' associations and community groups.

We will:

- provide all information that should be publicly available. If we cannot give you the information you want we will tell you why
- deal with your information request as soon as we can and certainly within 20 working days.

Sharing your details with others

Data protection

Homes for Haringey holds personal information about both its clients and its employees. The information is held for a number of reasons but mainly to ensure that we provide people with efficient and effective services. All the information we hold is protected under the Data Protection Act 1998.

The Data Protection Act 1998

The Data Protection Act is the legal framework that ensures personal information is used fairly and lawfully. The Act protects the privacy and rights of individuals.

This means that we must treat personal information that you give to Homes for Haringey confidentially and we will not normally pass it to anyone outside the organisation.

Some information that you give us may be sensitive, for example medical details or information about income and household circumstances. We often need this information to decide how to provide housing services.

We will explain what information we need, how we will use this information and who it will be available to. We will ask your permission if it is necessary to provide it to anyone else. Only in exceptional circumstances will we pass details on without your permission.

We ask residents who are contact points for residents' groups if they mind us sharing their details with others. We will not pass on your details unless you have said we can.

More information

If you have any questions on how we use the personal information that we hold about you, you can contact our Data Protection Officer at:

Data Protection Officer
3rdFloor
River Park House
London
N22 8HQ

Tel 020 8489 3112

Email dataprotection@haringey.gov.uk

You can get further information about the Freedom of Information Act and Data Protection Act from the Information Commissioner for the United Kingdom. See **Chapter 12 Useful contacts and websites**.

Information we provide

We keep you informed in a variety of ways. These include: letters; our website; posters; estate bulletins; and Homes Zone. For an up to date list of the information we provide and to download these documents, see our Publications Scheme at www.homesforharingey.org.

Our standards for information

We will make sure the information we provide meets the needs of residents. Information will always be:

- clear, simple and jargon free
- available in other languages, in Braille, audio and in large print where residents request this
- non-discriminatory – we will not favour a particular group
- non-party political
- timely
- accurate.

The Communications Panel helps monitor and review the information that Homes for Haringey produces.

Information standards for residents' associations

The Resident Involvement Team works with recognised residents' associations and other neighbourhood and community groups to make sure that the information they produce is of a similar standard to the information Homes for Haringey produces.

Our standards for translation and interpreting

We will provide an interpreter or produce documents in community languages, large print, audio or Braille if you need us to. So that we can provide the support you need, please give us seven days notice to arrange an interpreter. We will do our best to arrange an interpreter if you give us less notice but it may not always be possible.

We will make sure that all our written information (including our website) is clear, jargon free and in plain English. We will also check that people who are visually impaired can read our information.

If you have told us that you need information in a particular language or format, where possible we will send important information (such as our newsletter or letters about changes to your tenancy) in the language or format you want it in.

Chapter 5 Meetings that work

We want meetings that Homes for Haringey and residents' groups organise to work well so that everyone can be involved in decisions about where they live and the services they get.

The standards set out in this chapter apply to Homes for Haringey panels and groups. Recognised residents' groups should also follow these standards where they apply. In some cases, there are different standards for residents' associations and these are also set out here.

A code of conduct **?** and terms of reference **?** cover all groups and events hosted by Homes for Haringey. These have been agreed with the Residents' Consultative Forum or the appropriate group.

Standards for effective meetings

- Meetings will have a clear purpose (an agenda).
- We will advertise the meeting (locally and throughout the borough) and send out an agenda at least 10 days before the meeting takes place. We can give less notice for an urgent and necessary meeting, but we must give reasons for the short notice.
- We will advertise the meeting in the right way, including using: letters; flyers and newsletters (translated if necessary); the Homes for Haringey website; posters on estate notice boards and in communal areas; calls to resident representatives. Recognised residents' associations can get help from the Resident Involvement Team to publicise meetings.
- We will take account of religious holidays, festivals and major sporting events before arranging meetings. The Resident Involvement Team will provide advice on arranging meetings.
- We will ensure that where possible meeting dates do not clash. The Resident Involvement Team keeps an events and meetings calendar and co-ordinates and arranges all meetings and events.
- If we have to change a date or venue, we will let everyone know as soon as possible.

The agenda

The agenda (the list of items to discuss at a meeting) will:

- include all items for discussion that we have been told about before the meeting
- be sensibly numbered and refer to all other papers and background information that is needed for the meeting
- ensure people can discuss things properly. If there is not enough time to discuss items fully the Chair can add these things to the agenda for the next meeting.

Residents can suggest an agenda item to the Resident Involvement Team who will pass this on to the Chair or lead officer of the panel or group.

Residents can ask their residents' association to put issues on the agenda for committee or general meetings. The constitutions of most residents' associations also allow members to call a special meeting. You can find out more from your residents' association.

At the meeting

- The meeting should start on time, and everyone should bring their own agendas, minutes and papers with them.
- The meeting will be well run. (We recommend that both staff and residents go on a chairing skills course. The Resident Involvement Team provides this training free to residents.)
- The Chair will:
 - tell people about any housekeeping issues (including: what to do if a fire alarm sounds; how to leave the building safely; where the nearest toilets are), and remind people to turn off mobile phones
 - explain that meeting participants have to follow a code of conduct and make sure that copies of this are available and given to new members
 - be unbiased, independent, non-political and democratic
 - make sure that everyone who wants to speak has a chance
 - check that the minutes of the last meeting are accurate and deal with any matters arising.
- The Chair and Secretary or note taker should have a copy of the terms of reference or constitution and the code of conduct. Everyone at the meeting should follow the group's constitution or terms of reference and the code of conduct.

- Everyone should fill in an attendance sheet with full names and addresses, contact numbers and email addresses where available. This ensures that all participants get a copy of the meeting minutes or notes and information about future meetings.
- The Secretary or note taker should make sure that they record decisions accurately in the minutes or notes. However, usually it is not necessary to write word-for-word what people said.
- Meeting participants should make decisions either by a show of hands or secret ballot, depending on what the group's constitution or terms of reference say. Secret ballots are a good idea for elections and more sensitive decisions, as people are more free to give their true views.
- Where possible, participants should set a date and time for the next meeting.

After the meeting and in preparation for the next one

- The Chair will:
 - agree the minutes or notes before they are sent out and draft an agenda for the next meeting
 - send copies of any reports from the meeting to members of the panel or group who did not attend and to people who ask for a copy
 - send out minutes or notes for Homes for Haringey panels and groups within 10 working days and Homes for Haringey Board meeting minutes within seven working days. (We encourage residents' groups to stick to this timetable too.)
- Where possible, we will plan meeting dates for the coming year and publish them so that people who need or want to attend can plan ahead. The Resident Involvement Team can advise on dates for planned major meetings to help avoid meeting date clashes.

All dates Homes for Haringey panel meetings and events are available on the Homes for Haringey website at www.homesforharingey.org, or you can contact the Resident Involvement Team for more information.

Meeting standards for residents' associations

We realise that residents' associations do not have the same resources as Homes for Haringey, and that associations are run by volunteers who have

many other calls on their time. Therefore, we have slightly different standards for residents' association meetings.

These are that:

- The Secretary or note taker should agree the notes of the last meeting with the Chair.
- Committee members should draft an agenda for the next meeting, with the help of other residents from the area or estate if possible.
- Recognised residents' associations should send out meeting notes a maximum of 20 calendar days after the meeting. It is good practice for residents' associations to publicly display minutes of meetings, for example on notice boards or in communal areas.
- Residents' associations should think about arranging soft drinks for meetings. If residents' associations provide food they should take account of people who have a special diet for religious or health reasons. However, this may not always be possible because of the limited resources that associations have and health and safety issues.

Standards for behaviour and the Homes for Haringey code of conduct

We expect people to behave acceptably both at meetings and when they are representing their group or panel.

Homes for Haringey groups and panels follow a set of rules (a code of conduct) that explains how people should carry out their work for the group or panel and should behave. If people do not stick to the code of conduct we can ask them to leave the meeting. If they continue to behave unacceptably or do not respect others, other group or panel members can vote them off the group or panel.

Residents' groups can choose to use our standard code of conduct and adapt it to meet their needs.

Appeals

If a member of a residents' association feels that they have been treated unfairly through the code of conduct they should appeal at one of the residents' association's general meetings.

If a member of a Homes for Haringey group or panel feels that they have been treated unfairly they should appeal to the Board (if they have been expelled) or use the complaints procedure.

Monitoring Homes for Haringey meetings

To make sure that our meetings are effective we regularly monitor them. We check:

- how many people (both residents and/or others staff) attend Homes for Haringey panels and groups
- whether we send out minutes or notes, agendas and papers on time
- how satisfied residents are with Homes for Haringey groups and panels.
- that all parts of the community are involved and that none are excluded. This includes checking the membership of all groups hosted by Homes for Haringey, as well as the committees of residents' associations and umbrella groups.

Chapter 6 Effective residents' groups

We can give recognised residents' associations a great deal of support, which means that they can give the residents they represent an even stronger voice. As part of this, we have to make sure that:

- residents' groups work to a high standard
- residents have given these groups the go ahead to speak on their behalf.

We therefore have a set of standards that residents' groups must keep to and we will provide support and training to help wherever possible

The benefits of being a recognised residents' association

There are many benefits to being a recognised residents' association. Associations can:

- get money to help with running costs
- choose representatives from the association to take part in focus groups, working parties and one-off consultation events
- get a variety of free training to help the association serve residents better
- apply for outside funding
- have regular meetings and contact with staff from both Haringey Council and Homes for Haringey
- ask Haringey Council and Homes for Haringey staff and councillors to be at association meetings.

Standards for residents' groups

Homes for Haringey will recognise a residents' association if:

- it takes on board the different needs of everyone who lives in the area the association covers
- it encourages and promotes membership of the association to make sure that everyone can join, whatever their age, gender, race, religion of belief, sexuality or if they are disabled
- a Haringey Council tenant or leaseholder must live in at least one of the homes the residents' association represents However we will only provide funding for Haringey Council properties.

To have a say in decisions that Haringey Council and Homes for Haringey make, recognised residents' associations must show that they are democratic

and accountable. Every year they must also show Homes for Haringey the following information:

What	Minimum acceptable standards
Defined area	<ul style="list-style-type: none"> • The area and properties represented by the association are precisely defined and included in the association's constitution (this must happen within one year of the recognition criteria being agreed). • There is not already a recognised group representing the same area or part of the same area.
Committee and/or general meetings	<ul style="list-style-type: none"> • There must be four quorate ? meetings a year. Minutes and attendance records must be available and correct. • The committee and all general meetings must be held in accordance with the constitution.
Annual General Meeting (AGM)	<ul style="list-style-type: none"> • There must be one quorate meeting a year (this must take place within 14 months of the AGM) • Homes for Haringey's Resident Involvement Team must be invited and given the correct notice of when the meeting will take place.
Financial arrangements	<ul style="list-style-type: none"> • There must be no evidence of financial dishonesty or misuse of funds. • The accounts must be checked by Homes for Haringey-approved third party. • The accounts must be distributed to members at or before AGM. • The accounts must be copied to Homes for Haringey. • The association's financial year finishes between two and four months before the AGM.(This must happen within two years of the recognition criteria being agreed.)
Cheque signatories	<ul style="list-style-type: none"> • In line with the constitution, the signatories must not be from the same household or family.
Equal opportunities	<ul style="list-style-type: none"> • The committee must take steps to reflect the diversity of the population the association serves, take reasonable steps to overcome obstacles to involving the community in its work, and be inclusive in its approach. • There must be no evidence of deliberate

	discrimination on the grounds of age, disability, gender, race, religion or belief, or sexual orientation.
Committee and sub-committee membership	<ul style="list-style-type: none"> • In line with constitution, details of committee officers and members (including any sub-committees) must be given to Homes for Haringey in the correct way.
Accountability	<ul style="list-style-type: none"> • The committee must show it has acted in line with general meeting (including AGM) decisions • The activities of any sub-committees or sub-groups (including financial accounts, if any) must be reported to general meetings and/or the AGM, and minuted. • The committee must show it has followed its constitution (and any other agreed policies, such as Equal Opportunities, terms of reference for sub-groups etc). • The association must show it has reported back to all residents on its activities by newsletter, report or some other agreed method at least twice in the year. • Membership must be open to all tenants and leaseholders in the defined area. • The association's constitution and any terms of reference for sub-committees (if any) must be acceptable to Homes for Haringey.
Resident Involvement Agreement	<ul style="list-style-type: none"> • The association agrees to comply with the terms of this agreement.

If residents' associations do not keep to the conditions set out above then we may "de-recognise" them. This means that an association will no longer get any of the benefits of being a recognised residents' association or, most importantly, be able to take part in decisions that Haringey Council and Homes for Haringey make.

We do not want this to happen, so where a residents' association is in danger of failing we may give conditional recognition, then work with it to put things right.

Associations need to re-apply for recognition (and funding) each year and the Resident Involvement Team will check they are still working well.

Equal opportunities

Residents' associations should also:

- try to find out local residents' needs and views
- actively encourage all residents in their community to get involved
- aim for their committee membership to reflect the make up of the local community.

Training

Associations should encourage committee members to go on training that will help them do a better job for residents.

We will offer training for new and existing residents on how resident involvement works in Homes for Haringey, and we will provide an induction pack for residents which will include useful documents and advice about resident involvement.

You can find more information about training for residents in **Chapter 3 How we can help you get involved**.

More information

For more details about information standards for residents' associations see **Chapter 4 First class information**. For details about meeting standards for residents' associations see **Chapter 5 Meetings that work**.

PART 3 Are we keeping our promises?

In this section you will find information about:

- how we will monitor and review the Resident Involvement Agreement
- how you can complain if you are not happy with the way the agreement is working.

Chapter 7 Reviewing and monitoring the Resident Involvement Agreement

We want to make sure that we keep the promises we have made in the Resident Involvement Agreement and that we improve how we involve and work with you. To do this we will regularly review and monitor the agreement and involve all partners (Homes for Haringey, Haringey Council and residents) in the process.

How we will review the agreement with you

We will review the agreement every year and feed back the results to the Tenant Participation Panel . We will report the main changes in Homes Zone and send residents who have full copies of the Resident Involvement Agreement updated information.

We will ask all Homes for Haringey groups and panels how well they think the Resident Involvement Agreement is working. We will also ask:

- advocates
- residents who have taken part in Estate Inspections
- residents at estate meetings
- recognised residents' associations
- the Residents' Consultative Forum
- forums for speakers of other languages
- user groups
- recognised umbrella groups.

How we will monitor our performance

The review will check our performance against these targets:

Key targets	How we will measure them
All residents' associations meet our recognition standards	Annual monitoring return
There is increased involvement of under-represented groups	Annual monitoring return
New residents' groups receive advice, support and an information pack	Twice yearly report on the number of requests received and support given Number of start up grants given Number of resident training places taken up by members from new or relaunched groups
We implement core standards for local involvement	Regular performance reports on resident participation to panel
Resident satisfaction with opportunities for involvement increases	Annual tenants' and leaseholders' survey
The number of individual residents involved increases	Annual monitoring of database
Staff resources devoted to resident involvement are more effective	Number of joint staff/resident training sessions Satisfaction surveys Number of compliments/complaints we receive
We produce an annual training plan that residents have agreed	Publish and promote annual training plan with residents' associations and other active residents Number of residents attending courses and conferences Feedback on satisfaction with training and conferences attended
We provide clear and relevant	Satisfaction measured through annual

Key targets	How we will measure them
information to residents	Questionnaires and surveys
We provide information in plain language and in formats that suit the needs of customers	Number of leaflets that receive the Easy Read Mark Number of requests for different formats and the percentage of requests that we have met
Resident involvement in meetings is meaningful and effective	Satisfaction measured through questionnaires and surveys carried out on a quarterly basis
To maximise open access to all our meetings and events we will consider the needs of all residents when planning these activities	Annually we review the monitoring profile of residents attending all involvement activities
We give at least 10 days' notice of a consultation events	We will undertake an annual review to check that we have met this target
We provide information (papers) 10 days before a meeting	We monitor the number of occasions where papers/reports are not provided on time
We implement the standards in this agreement consistently and fairly across the organisation	Number and type of complaints received about the agreement or about resident involvement generally Monitor the results of questionnaires and surveys

Once we have consulted everyone the Tenant Participation Panel will look at what you have said and decide how well the agreement is working by looking at:

- key targets
- how successful a Homes for Haringey panel or group has been in changing things for the better

- if we have got better at involving you and done what we said in our strategy
- what we did that worked well
- what we could do better and how
- how we have taken on board your solutions to problems and suggestions for any other changes.
- We will recommend any changes to the Resident Involvement Strategy
- check how we dealt with any complaints about the agreement
- draw up an improved agreement and agree the strategy for coming years.

Then we will ask all partners, other involved residents, and Homes for Haringey staff for their comments on the improved agreement.

Finally, once everyone has had a chance to comment, we will ask all partners to approve the agreement and it will come into force.

There may be times when we need to make small changes to the agreement during the year. If we do, we will ask the Chair of the Service Delivery and the Executive Member for Housing for advice on what we should do.

If they agree that we can make the change straightaway, we will consult the Tenant Participation Panel (and any other interested groups) and Board members. They will agree any changes and we will send details of these to residents who have a full copy of the Resident Involvement Agreement.

If the Chair of the Service Delivery Committee and the Executive Member for Housing feel that the proposed change needs more discussion then we will wait until we next review the agreement.

How residents' panels scrutinise services

So that all residents' panels can carry out their scrutiny role, they can:

- ask for information and reports from Homes for Haringey and others that relate to the panel's objectives
- ask the Homes for Haringey manager responsible for the panel to carry out an enquiry and report back their findings to the panel within an agreed time
- get and comment on the results of satisfaction surveys, other methods to check satisfaction, and research that relates to the panel's objectives
- advise on how to consult more widely on issues that relate to the panel's objectives

- review and comment on the type and effectiveness of resident involvement in Homes for Haringey
- make comments and recommendations to the Homes for Haringey Board, the Residents' Consultative Forum and to any other panel as appropriate
- take part in the Residents' Annual Review of Services, which is part of Homes for Haringey's annual report.

You can get the terms of reference for Homes for Haringey's panels from the Resident Involvement Team on 020 8489 4463 or www.homesforharingey.org.

Chapter 8 Complaints about the Resident Involvement Agreement

Because we will regularly monitor and review the Resident Involvement Agreement we hope to sort out most problems or issues at an early stage by discussing them with the partners to the agreement.

However, we realise there may be times when individual residents feel the agreement is not working properly. They may want to complain about this or about one of the agreement partners. For example, you might wish to complain if you feel that either Homes for Haringey or Haringey Council has not consulted you in the way the agreement says we will. You might also wish to complain about a residents' association if you feel it is not holding proper meetings. Or you might feel the agreement itself is wrong.

There may also be times when partners to the agreement hold opposing views and find it hard to agree.

We therefore have procedures for making a complaint and sorting out disputes.

Complaints from individuals or residents' associations

If an individual resident wishes to complain about the way the agreement is working or the behaviour of one of the partners, we will encourage you to talk directly to one of the partners. For instance, if you feel you have not been consulted properly, you could discuss this with the team responsible.

If you are not happy with the answer you get then you can make a **formal complaint** using Homes for Haringey's complaint process (Homes for Haringey manages the Resident Involvement Agreement on behalf of all partners). Residents' associations can also complain in this way.

Our complaint process has three stages and is designed to be as user-friendly as possible. For full details of how to make a formal complaint and how we will deal with your complaint see **Making a Complaint, Compliment or Suggestion** on our website at www.homesforharingey.org.

The Feedback Team will tell Haringey Council, the Homes for Haringey Board and the Tenant Participation Panel about complaints relating to the Resident Involvement Agreement. When there is a complaint about a member of Homes for Haringey staff or Haringey Council staff we may not be able to give full details of the complaint to the Tenant Participation Panel for reasons of confidentiality.

As part of monitoring and reviewing the Resident Involvement Agreement the Tenant Participation Panel looks at complaints and can suggest changes to the way we handle them or to the agreement.

If you have a complaint about a residents' association you should contact the association's Secretary or Homes for Haringey's Resident Involvement Team.

Disputes between partners to the agreement

Where partners hold opposing views about the agreement and cannot sort out their differences through discussion, the Tenant Participation Panel will try to find a solution that all partners accept.

If a member of the Tenant Participation Panel is directly involved in the dispute or has a personal connection with anyone involved, they must say so. They cannot be involved in sorting out the dispute in their role as a member of the Tenant Participation Panel.

If the partners cannot reach an agreement with the help of the Tenant Participation Panel then the panel will call in an independent person to act as a mediator to find a solution that suits everyone. We will use the services of Mediation UK to advise and support us in this process.

PART 4 Useful information

In this section you will find:

- a Jargon Buster that explains words or expressions that you may not know
- useful documents
- useful contacts and websites.

Chapter 9 Jargon Buster

Advocate	A resident who works with their neighbours on an estate or in an area where there is no residents' association. The advocate acts as a link with Homes for Haringey
Annual Report	A report that tells residents and others what Homes for Haringey did and how well it performed in the previous year
Best Value	A policy introduced by the government designed to improve the services provided by councils and other public bodies
Black and Minority Ethnic Groups	Residents who have a different cultural background to the majority of Homes for Haringey residents
Code of conduct	A set of rules that explains how people should behave and carry out their work on behalf of a group, panel or residents' association.
Constitution	A document that sets out the aims, powers and rules for a group, panel or residents' association
Delivery Plan	A document that sets out how Homes for Haringey plans to improve services
Environmental improvements	These are improvements to communal areas on estates. They may include improvements to play areas, fencing, rubbish chutes and

	door entry systems
Estate Inspections	Six-monthly estate tours involving residents, staff and local councillors to check on the condition of communal areas on estates with over forty homes
Focus group	A one-off meeting involving a small group of residents. People talk about a single issue and the aim is to find out what they think and why. They can be open groups or certain people may be asked to attend for a particular reason
Leaseholders' Charter	A document that sets out leaseholders' rights, responsibilities and how Homes for Haringey will keep leaseholders informed
Learning log	A record of all the feedback we have received from residents and others that helps us to improve the service we provide
Panels	Panels are permanent groups with the job of looking at different areas of the housing service. Most of them are open to any resident
Quorum	A minimum acceptable number of people with a vested interest in a group or organisation needed to make the proceedings of a meeting valid
Quorate	Having enough people to make a quorum
Recognised residents' association; recognised group; recognised advocate	A group or person who meets Homes for Haringey's conditions to work with residents and help them have their say
Section 20	Under section 20 of the Landlord and Tenant Act (1985) Homes for Haringey must consult about any piece of work that will cost you more than £250 or any contract for more than 12 months for works or services
Resident Involvement Strategy	A document that sets out what Homes for Haringey and Haringey Council will do in the

	coming year to improve the way residents are involved and consulted
Tenants' Charter	A document that sets out tenants' rights, responsibilities and how Homes for Haringey will keep tenants informed about services
Tenant Management Organisation (TMO)	Where tenants take on part or all of the running of housing management services, for example repairs, grounds maintenance and caretaking under the Right to Manage legislation
Terms of reference	A document that sets out the aims, powers and rules for the group, panel or residents' association
Umbrella group	An organisation or group that represents and supports separate smaller bodies with common interests.
Valuing diversity	Recognising and respecting that people are different but equal

Chapter 10 Useful documents

Here are some other documents that you may find helpful. You can find them on our website at www.homesforharingey.org.

- Code of conduct for panels and groups
- Customer Service Standards
- Feedback forms – insert new title
- Leaseholders' Charter
- Making a Complaint, Compliment or Suggestion
- Model constitution for residents' associations
- Protocol on interpreting and use of alternative formats
- Recognition & funding application form for residents' associations
- Recognition & funding application form for umbrella groups
- Recognition criteria for residents' associations
- Recognition criteria for umbrella groups
- Recognition of advocates
- Resident Involvement Improvement Plan
- Resident Involvement Strategy
- Tenants' Charter
- Terms of reference for panels and groups
- Resident training criteria
- Resident training programme

Chapter 11 Useful contacts and websites

For independent information about residents' and community organisations:

Tenant Participation Advisory Service
TPAS
5th Floor
Trafford House
Chester Road
Manchester M32 0RS

Tel 0161 868 3500
Fax 0161 877 6256
www.tpas.org.uk

Haringey Association of Community and Voluntary Organisations (HAVCO)
Room 334
Lee Valley Technopark
Ashley Road
London N17 9LN

Tel 020 8880 4087
Fax 020 8880 4088
www.havcoharingey.org.uk

Haringey Community Empowerment Network (HARCEN)
260 - 262 High Rd
London N15 4AJ

Tel 020 8885 6575
Fax 020 8885 5123
www.harcen.org.uk

For information about the Freedom of Information Act 2000 and the Data Protection Act 1998:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF

Helpline 01625 545745
Fax 01625 524 510

Email mail@ico.gsi.gov.uk
www.ico.gov.uk

For information about your right to be consulted and the Right to Manage:

Department for Communities and Local Government
Eland House
Bressenden Place
London SW1E 5DU

Enquiry Helpdesk 020 7944 4400.
Fax 020 7944 9645
Email contactus@communities.gsi.gov.uk
www.communities.gov.uk

For general information and advice:

Citizens Advice Bureau (CAB)
Hornsey Town Hall
The Broadway
London N8 9JJ

Tottenham Town Hall
Approach Road
London N15 4RY

14a Willoughby Road
London N8 0JJ

Tel 0870 126 4030
www.adviceguide.org.uk

Age Concern
Tottenham Town Hall
Approach Road
London N15 4RY

Tel 020 8801 2444
Email info@acharingey.org.uk
www.ageconcernharingey.org.uk

Community Care Team

Haringey Council
Civic Centre
High Road
London N22 8LE

Tel 020 8489 0000
Email customer.services@haringey.gov.uk
www.haringey.gov.uk

Social Services
Haringey Council
Civic Centre
High Road
London N22 8LE

Tel 020 8489 0000
Email customer.services@haringey.gov.uk
www.haringey.gov.uk

Appendix 1 Homes for Haringey's Resident Involvement Strategy

2006/8

Purpose

This strategy is a guide to the approach Homes for Haringey and its residents have decided to follow to make sure that residents have real influence over the services they receive and that the services best meet residents' needs.

Ways residents will be heard

- As individuals – through complaints, suggestions, and individual contact (for example with your Tenancy Management Officer, the Home Ownership Team or supported housing staff)
- Market research – through taking part in surveys or focus groups (informal discussions on a particular subject)
- Formal groups – Homes for Haringey runs a range of panels and working groups, covering different aspects of the service. Most are open to any tenant or leaseholder who wants to attend or join
- Locally – residents living in an estate or area can form residents' associations or community groups with their neighbours to improve things for their communities. Homes for Haringey can help with this. Where such groups do not exist, training is offered to residents who wish to act as advocates – points of contact who can raise communal issues. From time to time, Homes for Haringey may hold meetings on individual estates where there is an issue of concern to many, such as planned building works or a problem with anti-social behaviour
- User groups – Homes for Haringey hosts some groups for people with a particular perspective, for example speakers of another language or disabled people
- Conferences and special events – these will be advertised, usually in the magazine, *Homes Zone*
- Outreach – contact is maintained with some existing community groups, so that information can be given and views heard in return. There is also work to talk with residents, especially those who do not attend meetings, about issues that concern them. This might be done on the street, door to door, at youth clubs, places of worship, or community meeting points, or through their local councillors.

Levels of engagement

- Information – where residents are given information so they know what is going on and how services work
- Consultation – when residents are asked to say what they think about proposals

- Participation – when residents take part in meetings or activities (for example, estate meetings and walkabouts, resident association meetings, or attending a conference)
- Involvement – when residents are engaged in steering a project, or in shaping services (for example through Panels and groups)
- Management – when residents take on management of local housing services under the Right To Manage regulations 1994
- Governance – where residents are part of formal decision-making bodies (such as the Homes for Haringey Board and committees)

Main principles

- We will find ways for issues raised by residents, in whatever way, to be considered and lead to appropriate actions
- We will endeavour to honour our commitments in the resident involvement compact at all times
- Consultation will be:
 - at an early enough stage that residents have the ability to genuinely influence the outcome
 - with those most likely to be affected by the initiative
 - given enough time for proper consideration
 - recorded and reported to the Board before any final decision is made
- Involvement will be:
 - at the level that residents want
 - through the appropriate parts of the resident involvement structure, backed by wider consultation when necessary
 - connected to the Board as described in the resident involvement compact
 - supported by officers of a suitable level and role
- We want to broaden involvement – in other words, get more residents to give us their views and make sure that all parts of the community are asked
- We want to deepen involvement – in other words, to increase residents' understanding of issues and the information available to them so they can play a more influential role in shaping our services
- We want to embed resident involvement across our staff, so that all staff play an appropriate part in listening to what residents have to say
- We want to increase the satisfaction of residents with the way Homes for Haringey engages with them and listens to their views

Current Position (August 2006)

With the agreement of residents, Homes for Haringey introduced a new structure for involving residents when it was created in April 2006. The previous tenant participation compact was also abandoned in favour of creating a new one from scratch.

Terms of reference and a code of conduct for groups hosted by Homes for Haringey have been drawn up, and the recognition and funding criteria for residents' associations and umbrella groups have been revised in consultation with residents.

The process of ensuring that resident involvement is part of the jobs of all Homes for Haringey staff has started. The new Panels are co-ordinated by senior managers with responsibility for services covered by each Panel. Tenancy management has been separated from income recovery (rent collection), and staff are now focussed on the communities they serve and on local engagement with residents. The preparations for decent homes works is already engaging residents in strategic issues, and will ensure high-quality consultation and information locally. There is a target that every member of staff will, at the very least, know about how residents can become involved in the work of Homes for Haringey and will be able to advise individual.

Specific approaches

Activity/issue	2006/7		2007/8	
	Action	Targets	Action	Targets
Strategy	Develop new strategy (this one)	New strategy written and agreed by Tenant Participation Panel (following consultation with other groups) and by the Board	<ul style="list-style-type: none"> ▪ Review success of strategy, update, set actions and targets for 2008/9 ▪ Increase number of years within strategy so it maps out more of the future. Encourage forward-looking organisation. 	<ul style="list-style-type: none"> ▪ Strategy reviewed and agreed by Tenant Participation Panel (following consultation with other groups) and by the Board ▪ Actions and targets set for 2008/9 and 2009/10

Activity/issue	2006/7		2007/8	
	Action	Targets	Action	Targets
Compact	<ul style="list-style-type: none"> ▪ Develop new compact after wide consultation with stakeholders ▪ Promote to residents, staff, Board and Councillors 	<ul style="list-style-type: none"> ▪ New compact agreed by Compact Development Subgroup (following consultation with other stakeholders) and the Board ▪ Compact monitoring arrangements agreed and put into place ▪ Broad staff awareness ▪ Board trained ▪ Summary sent to all residents with full version on request and on website ▪ Full version sent to all councillors and staff ▪ Staff training carried out 	<ul style="list-style-type: none"> ▪ Continue staff training and briefings – we know staff will need some time to become familiar with the principles of the compact, and need to monitor implementation ▪ Review success of compact, progress against strategy, and effectiveness of monitoring arrangements ▪ Improve practices as a result of review ▪ Redraft parts of compact or add/remove/alter sections as appropriate 	<ul style="list-style-type: none"> ▪ Staff awareness of compact and its contents as relevant to jobs by end of year: 100% of extended EMT, 90% managers, 70% staff ▪ Review carried out and any changes decided put into place

Activity/issue	2006/7		2007/8	
	Action	Targets	Action	Targets
Embedding involvement	<ul style="list-style-type: none"> ▪ Achieve culture change so all staff play appropriate role in involving residents ▪ Introduce resident involvement performance targets for staff and ensure these are reported to residents appropriately ▪ Agree arrangements for Housing services (the housing functions still inside the Council) ▪ Put in place a framework for how the Board and resident involvement will relate to each other 	<ul style="list-style-type: none"> ▪ All staff at least able to accurately tell residents about how they can get involved by end March 2007 (mystery shopping to test) ▪ Targets agreed, in place and monitored by residents, governance and senior management ▪ Service level agreement in place with Housing Services ▪ Relationship between Board and resident involvement mutually agreed 	<ul style="list-style-type: none"> ▪ Provide key staff with training to enhance their ability to involve residents well and ensure service improvements result 	<ul style="list-style-type: none"> ▪ Training programme agreed with residents and staff and put in place

Activity/issue	2006/7		2007/8	
	Action	Targets	Action	Targets
'Broadening & Deepening' Involvement	<ul style="list-style-type: none"> ▪ Further increase numbers of residents involved, including through outreach and less formal methods ▪ Work to engage young people ▪ Be able to identify gaps where sections of the community are not engaged formally or informally and have plan to address most significant gaps ▪ Collect individual needs/demographics from RAs and existing groups ▪ Monitor engagement demographically ▪ Capture individual needs on TP database and use to meet needs first time 	<ul style="list-style-type: none"> ▪ Increased numbers of residents engaged (150 in 04/5, 300 in 05/6) ▪ Evidence of meaningful youth engagement ▪ Demographics/needs held for 40% of centrally-active residents and 20% of locally-active ▪ Individual needs captured and used for all those who complete an individual needs form ▪ Engagement by demographic reported to residents and Board, with action plan to improve ▪ Plan in place to address non-engagement with key communities 	<ul style="list-style-type: none"> ▪ Further increase numbers of residents involved, including through outreach and less formal methods ▪ Formalise approach to youth engagement ▪ Be able to demonstrate that more sections of the community are engaged formally or informally 	<ul style="list-style-type: none"> ▪ Increased numbers of residents engaged ▪ Youth strategy agreed ▪ Demographics/needs held for 60% of centrally-active residents and 40% of locally-active

Activity/issue	2006/7		2007/8	
	Action	Targets	Action	Targets
'Broadening & Deepening' Involvement (cont)	<ul style="list-style-type: none"> ▪ Work with panels and groups to make them more effective ▪ Introduce code of conduct and terms of reference for panels and groups and use to encourage residents to become involved and stay involved – challenge behaviour which might put other participants off attending 	<ul style="list-style-type: none"> ▪ Higher satisfaction in Annual Activist Questionnaires for 2006/7 ▪ Code of conduct and terms of reference approved 	<ul style="list-style-type: none"> ▪ Consider best ways to support and encourage those new to involvement 	<ul style="list-style-type: none"> ▪ Strategy/compact updated to help those new to involvement

Activity/issue	2006/7		2007/8	
	Action	Targets	Action	Targets
Scrutiny and monitoring	<ul style="list-style-type: none"> ▪ Set arrangements for monitoring resident involvement in compact ▪ In the compact, establish monitoring methods and targets for the compact itself ▪ Ensure Panels are given existing performance information for relevant services (including satisfaction information) ▪ Agree how residents will take part in annual monitoring meeting with the Council ▪ Introduce progress reports for all panels and groups hosted by Homes for Haringey to ensure actions are all followed through 	<ul style="list-style-type: none"> ▪ Compact contains agreed monitoring arrangements for resident involvement ▪ Compact targets set ▪ Panels are given existing monitoring information and agree how they wish to monitor services on an ongoing basis ▪ Method agreed for s/electing residents to take part on annual monitoring meeting with the Council ▪ Appropriate training in place to support residents in annual monitoring meeting ▪ All panels and groups using progress reports by end December 2006 	<ul style="list-style-type: none"> ▪ Develop more meaningful (to residents) performance monitoring information for Panels ▪ Review role of residents in annual monitoring meeting to enhance their role 	<ul style="list-style-type: none"> ▪ Each Panel to have explored monitoring possibilities for their services and agreed best approaches

Activity/issue	2006/7		2007/8	
	Action	Targets	Action	Targets
Residents' groups	<ul style="list-style-type: none"> ▪ Complete review of funding and recognition for residents' groups including umbrella groups ▪ Tenancy management to develop area/patch strategies (with support from Resident Involvement Team) 	<ul style="list-style-type: none"> ▪ Recognition and funding review completed and agreed by Board ▪ All groups which hold their AGM in the remainder of the year following agreement of new criteria assessed against those criteria (includes demographic comparison) 	<ul style="list-style-type: none"> ▪ Continue to check groups against new criteria as their AGMs take place ▪ Review the involvement of those living in street properties – is there a gap in relevant involvement opportunities? What are the solutions? 	<ul style="list-style-type: none"> ▪ 100% of groups applying for recognition checked
'Umbrella Groups'	<ul style="list-style-type: none"> ▪ Address issue of recognising tenants' federation ▪ Assess all umbrella groups who apply for recognition/funding against new criteria 	<ul style="list-style-type: none"> ▪ All umbrella groups that apply for recognition checked against new criteria 	<ul style="list-style-type: none"> ▪ Explore arrangements for Elderly & Special Needs Panel to see if a better approach is possible (depends on views of sheltered tenants) 	<ul style="list-style-type: none"> ▪ Arrangements for ESN Panel reviewed and changes made, if required
Advocates	<ul style="list-style-type: none"> ▪ Assess what differences/improvements have been made as a result of having advocates, including training and support meetings 	<ul style="list-style-type: none"> ▪ TP Panel to set framework for assessment ▪ Assessment carried out by a lead officer and residents 	<ul style="list-style-type: none"> ▪ To be decided on outcome of assessment of advocates 	
Tenant Participation Parties	<ul style="list-style-type: none"> ▪ Assess satisfaction of residents with these events 	<ul style="list-style-type: none"> ▪ Satisfaction tested as part of Annual Activist Questionnaires 	<ul style="list-style-type: none"> ▪ To be decided on outcome of satisfaction with these events in questionnaires 	

Activity/issue	2006/7		2007/8	
	Action	Targets	Action	Targets
Estate inspections	<ul style="list-style-type: none"> ▪ Move monitoring function elsewhere (now more a housing management than an involvement issue) ▪ Find method to demonstrate the value of estate inspections ▪ Feed back key outcomes to residents living in inspection areas ▪ Collect any comments from residents about estate inspections 	<ul style="list-style-type: none"> ▪ Monitoring function moved ▪ Review of outcomes completed ▪ Estate newsletters giving inspection outcomes collated by monitoring officer to ensure feedback is given and quality. Report to EMT. ▪ Staff who receive comments on estate inspections to forward these to the Learning Log 	<ul style="list-style-type: none"> ▪ To be decided on basis of outcomes and comments 	
Estate Services inspectors	<ul style="list-style-type: none"> ▪ Design and deliver training to support estate services inspectors ▪ Establish regular estate services inspections by residents ▪ Establish method to collate results and report on these 	<ul style="list-style-type: none"> ▪ Training designed and delivered ▪ Estate services inspections happening at agreed frequencies ▪ Results reported ▪ Action taken to improve performance 	<ul style="list-style-type: none"> ▪ Check satisfaction of estate service inspectors in Annual Activist Questionnaires 	<ul style="list-style-type: none"> ▪ Overall at least 60% of estate services inspectors fairly or very satisfied

Activity/issue	2006/7		2007/8	
	Action	Targets	Action	Targets
Estate meetings	<ul style="list-style-type: none"> Establish work instructions for estate meetings (including capturing outcomes, involving councillors, monitoring, triggers, timescales, and involving other agencies. Linked to area/patch strategies) 	<ul style="list-style-type: none"> Work instructions published and outcomes tracked 	<ul style="list-style-type: none"> Further develop approach to estate meetings Ensure that local consultation on decent homes work is effective 	<ul style="list-style-type: none"> Able to demonstrate that estate meetings have led to issues being addressed/ improvements in service/community needs being met
Estate agreements and local compacts	<ul style="list-style-type: none"> Complete Stonebridge compact 	<ul style="list-style-type: none"> Stonebridge compact agreed 	<ul style="list-style-type: none"> Offer estate agreements to estates where residents would like them and will engage with them 	<ul style="list-style-type: none"> 3 new agreements being developed
Tenant Management Organisations	<ul style="list-style-type: none"> Complete Broadwater Farm project Include TMOs in compact and strategy Promote the development of TMOs on estates where residents are interested in tenant management (promote through existing residents' associations) 	<ul style="list-style-type: none"> Broadwater Farm development project concluded Compact to have section on TMOs Information about TMOs and the Right To Manage sent to all recognised residents' associations 	<ul style="list-style-type: none"> Work with groups who show an interest in exploring tenant management, including supporting groups in appointing agencies to work with 	
Housing Management Board & Area Housing Forums	<ul style="list-style-type: none"> Council to make decision on the future of HMB and AHFs 	<ul style="list-style-type: none"> Decision made 		

Activity/issue	2006/7		2007/8	
	Action	Targets	Action	Targets
Neighbourhood assemblies	<ul style="list-style-type: none"> ▪ Publish details of assemblies on estate notice boards and in Homes Zone ▪ Ensure suitable HfH staff presence at assemblies 	<ul style="list-style-type: none"> ▪ Details published ▪ HfH staff attend all assemblies at appropriate level 	<ul style="list-style-type: none"> ▪ Continue to promote and support Area Assemblies ▪ Agree protocol for joint working and information sharing with Neighbourhoods Team 	<ul style="list-style-type: none"> ▪ Protocol produced
Residents' Consultative Forum	<ul style="list-style-type: none"> ▪ Ensure that all workshops have clear objectives and that residents can include agenda items 		<ul style="list-style-type: none"> ▪ Continue to publicise and run the Forum 	

Activity/issue	2006/7		2007/8	
	Action	Targets	Action	Targets
Panels and subgroups	<ul style="list-style-type: none"> ▪ Develop mechanism for tracking outcomes and progress ▪ Hold at least one meeting of lead officers for Panels to discuss Annual Activist Questionnaire results and best practice ▪ Complete consultation on terms of reference and code of conduct and gain Board/ Committee approval ▪ Complete work of procurement subgroup ▪ Establish role and title of Asset management subgroup ▪ Consider forming new subgroup for environmental works 	<ul style="list-style-type: none"> ▪ Outcomes captured ▪ Meeting held and suggested improvements noted and circulated to panel members for consultation ▪ Terms of reference and Code of conduct agreed ▪ Decent Homes construction partners procured ▪ Agreed role and name of Asset management subgroup ▪ Strategic approach and framework for decent homes work (including dispute resolution and leasehold issues) agreed with residents via Asset Management Subgroup (with wider consultation) ▪ New subgroup for environmental works established with clear terms of reference, with residents recruited (or this work included in remit of another group) 	<ul style="list-style-type: none"> ▪ Review the number and nature of Panels and subgroups. Can Panels become more effective? ▪ Ensure that residents are fully engaged in monitoring the decent homes, environmental works and planned maintenance programmes ▪ Finalise local consultation arrangements for decent homes works 	<ul style="list-style-type: none"> ▪ Review of panels and subgroups report produced ▪ Satisfaction of residents involved in asset management work checked in annual activist questionnaires

Activity/issue	2006/7		2007/8	
	Action	Targets	Action	Targets
Training	<ul style="list-style-type: none"> ▪ Collate and publish training needs analysis ▪ Develop training programme with training subgroup ▪ Explore sharing training with other local authorities ▪ Publicise available training ▪ Start delivery of training programme ▪ Ensure that training is developed to build residents' capacity to stand for Board and to act in a governance role ▪ Create induction training for resident involvement (alongside induction pack) 	<ul style="list-style-type: none"> ▪ Training needs analysis report published ▪ Training programme developed and publicised (including on web) ▪ Other local authorities contacted and agreements reached on sharing training where possible ▪ Training course for potential Board members developed ▪ Induction training and pack developed 	<ul style="list-style-type: none"> ▪ Continue to develop and deliver training as agreed in the programme ▪ Continue to explore possibilities for further shared training with other organisations 	<ul style="list-style-type: none"> ▪ Indicate question on satisfaction with training programme in 2006/7 Annual Activist Questionnaires

Activity/issue	2006/7		2007/8	
	Action	Targets	Action	Targets
Tenants' and leaseholders' annual conference	<ul style="list-style-type: none"> ▪ Establish resident steering group for conference ▪ Plan residents' conference with steering group and Board ▪ Hold conference ▪ Publish report to all who attended and key stakeholders detailing outcomes 	<ul style="list-style-type: none"> ▪ Steering group recruited ▪ Conference held ▪ Positive feedback on conference from participants ▪ Report sent and published on website 	<ul style="list-style-type: none"> ▪ Agree with Board the main themes, preferred venue, approach and budget for 2007 conference ▪ Book venue ▪ Plan with residents and Board ▪ Hold conference ▪ Feed results back to residents and other stakeholders 	<ul style="list-style-type: none"> ▪ Approach agreed with Board ▪ Details agreed with residents and Board ▪ Conference held ▪ Report published
Tenants' & leaseholders' survey	<ul style="list-style-type: none"> ▪ Complete postal survey and ensure results used to create action plan for improvement ▪ Procure market research services ▪ Agree approach to surveys (potentially mini-surveys by telephone) 	<ul style="list-style-type: none"> ▪ 2006 postal survey action plan produced ▪ Market research services procured ▪ New survey approach agreed and put into action 	<ul style="list-style-type: none"> ▪ Increase effectiveness of using market research to drive improvement and underpin consultation and involvement 	<ul style="list-style-type: none"> ▪ Able to demonstrate clear links between market research results and improvement plans
Focus groups & market research	<ul style="list-style-type: none"> ▪ Write procedure for bids for market research 	<ul style="list-style-type: none"> ▪ Procedure written and implemented 	<ul style="list-style-type: none"> ▪ Continue to place emphasis on wide research to gain more residents' views 	<ul style="list-style-type: none"> ▪ Effective use of market research budget

Activity/issue	2006/7		2007/8	
	Action	Targets	Action	Targets
Mystery Shopping	<ul style="list-style-type: none"> ▪ Test that all staff can signpost involvement opportunities ▪ Make sure that mystery shopping results are presented to Panels 	<ul style="list-style-type: none"> ▪ All staff able to advise residents on ways to get involved 	<ul style="list-style-type: none"> ▪ Agree best approach to continued mystery shopping, including procurement and potential resident mystery shoppers 	<ul style="list-style-type: none"> ▪ New approach agreed and procured
Benchmarking	<ul style="list-style-type: none"> ▪ Access available benchmarking data on resident involvement and assess with TP Panel 	<ul style="list-style-type: none"> ▪ Data assessed and proposals made for improvement ▪ Strategy/Compact updated accordingly 	<ul style="list-style-type: none"> ▪ TP Panel say most meaningful comparisons with other organisations come from networking at conferences. Produce opportunities to do this, perhaps by HfH hosting a London benchmarking conference. 	<ul style="list-style-type: none"> ▪ HfH clear on how it measures up with similar organisations and takes action to improve

Activity/issue	2006/7		2007/8	
	Action	Targets	Action	Targets
Young people	<ul style="list-style-type: none"> ▪ Research and report on all existing Council engagement with young people: what can HfH tap into? ▪ Outreach worker to be recruited: part of their role will be to engage young people outside of meetings ▪ Create strategy for engaging with young people ▪ Assess value of outreach officer post and decide if funding will be given for further year/s 	<ul style="list-style-type: none"> ▪ Existing engagement and ways to use it identified ▪ Outreach plan agreed and implemented, with results evaluated and actioned ▪ Youth strategy drafted ▪ Decision made on outreach post 	<ul style="list-style-type: none"> ▪ Follow youth strategy ▪ To be decided after decision on outreach post 	
Community Group outreach	<ul style="list-style-type: none"> ▪ Ensure all groups contacted last year are informed and consulted as agreed with them and that outcomes are recorded 	<ul style="list-style-type: none"> ▪ All groups are satisfied with their contact with HfH, including that issues raised by them are taken up (measured in 2006/7 Annual Activist Questionnaires) 	<ul style="list-style-type: none"> ▪ Expand network of groups ▪ Consider bringing together on common issues ▪ Improve quality of contact 	<ul style="list-style-type: none"> ▪ Higher satisfaction of community groups with engagement
TP database	<ul style="list-style-type: none"> ▪ Explore possibilities for future of database, given threat from corporate policy 	<ul style="list-style-type: none"> ▪ Approach for future agreed 	<ul style="list-style-type: none"> ▪ Implement new approach 	<ul style="list-style-type: none"> ▪ New approach able to deliver the same or better functionality

Activity/issue	2006/7		2007/8	
	Action	Targets	Action	Targets
Promotion of resident involvement	<ul style="list-style-type: none"> ▪ Ensure promotional materials/information given to new residents at six-week visit ▪ Develop RI promotion plan and implement 	<ul style="list-style-type: none"> ▪ Audit of checksheets show that promotional materials/information have been given ▪ Record source on database shows residents have volunteered as a result of six-week visit info ▪ RI promotion plan written and implemented 		<ul style="list-style-type: none"> ▪ Increased resident awareness of and satisfaction with RI opportunities in survey (???)
Homes for Haringey and Housing Services	<ul style="list-style-type: none"> ▪ Draft Service Level Agreement 	<ul style="list-style-type: none"> ▪ SLA drafted 		<ul style="list-style-type: none"> ▪ SLA agreed
Resource Centre			<ul style="list-style-type: none"> ▪ Determine demand for and purpose of a resource centre for residents ▪ Depending on outcome, seek to secure and equip resource centre with suitable upkeep and support arrangements 	<ul style="list-style-type: none"> ▪ Demand and purpose established