

SVHA

Scottish Veterans
Housing Association

*Supporting independent
living for our
ex-service community*

SCOTTISH VETERANS HOUSING ASSOCIATION LIMITED

Resident Participation Strategy

December 2012

Scottish Veterans Housing Association

Residents Participation Strategy 2012- 2015

Introduction

We want our residents to play their part in shaping the future at Rosendael and Whitefoord House. We are committed to giving residents a real say in how the service works.

We're committed to involving residents. By 'involved' we mean being able to influence decisions which helps change and improve both the services residents receive and how they can be delivered.

Equality Act 2010

The Equality Act 2010 applies to everyone who provides a service to the public, whether or not a charge is made for that service. It covers statutory, private, voluntary and community sector organisations and is based on everyone having the right to be treated with dignity and respect.

Landlords must encourage and promote active measures to ensure that all residents have equal access to participation and that no resident is excluded from the participation process. We recognise that our residents may wish varying degrees of involvement and this strategy provides a range of options and opportunities for this to happen.

Housing Scotland Act 2001

The Housing (Scotland) Act 2001 created a legal framework for residents to take part in the way their housing is managed. Landlords must develop a service users participation strategy and put it into practise.

The Housing (Scotland) Bill 2010 - Scottish Social Housing Charter

The Scottish Housing Charter came into force on 1st April 2012.

What the charter will do-

- Give landlords the information they need to achieve continuous improvement in their performance and in the value for money they provide
- Give residents information on how their landlord is performing
- Help service users challenge users/landlord relationships

In terms of residents participation –

- Residents can participate in their landlords decisions
- Residents should be satisfied that their views and priorities are reflected in landlord services
- Residents should be given opportunities to be involved in developing, monitoring, assessing and reporting on the quality of the housing services the landlord provides
- Residents should be able to get involved – if and when they want to – at a level they feel comfortable

- Residents should take part in reviewing opportunities for involvement to ensure they are working well

Links to other policies

In line with the Scottish Social Housing Charter and the Equality Act 2010 we will ensure that our resident participation strategy is closely linked to our Equality and Diversity policy, as well as all of our policies and practises involving rent, service charge, repairs, maintenance service standard and performance and any other area of concern they may have.

Governance and Accountability

SVHA will aim to promote resident participation in the following ways –

- Raise awareness of the benefits of resident participation among staff, committee members and residents
- Encourage and provide support for residents meetings
- Providing a residents information board to display statutory and topical information related to the resident's rights and the service provided
- Encourage residents input in designing and the content of the news letter
- Liaise with residents regarding policy review and service delivery issues
- Consult with residents for their input in producing a residents' handbook, introductory and moving on packs
- Encourage residents to set up a residents group.

Monitoring and review

The strategy will be reviewed every 3 years. Each year a resident participation action plan will be produced by managers in consultation with residents detailing the resources required to develop this work into the next year. The review of the action plan will be led by the managers and involve residents and staff. Successes will be carried forward into the next year action plan.

Minutes of the meeting are kept and published, showing what actions have to be or have been taken. The minutes are disseminated to all interested parties and a copy is displayed on the resident's notice board.

Staffing

We will ensure that staff receive induction training and regular updates and information regarding resident participation.

Staff will actively encourage and support residents to get involved if and when they want to at a level they feel comfortable.

The provision of good quality information is essential to ensure residents are able to participate fully. We recognise that residents need accurate and accessible information, in plain English and in a range of further formats, taking account of equal opportunities legislation.

It is necessary to provide sufficient levels of financial support to residents who have shown an interest and they will be supported to claim reasonable expenses for example, travel, and telephone and postage costs (with proof of purchase).

Independent training or advice may be requested by residents involved in policy review and service delivery issues.

Committee of Management

The Committee of Management will receive regular updates and progress reports regarding the residents involvement from the Chief Executive and will provide feedback information/sessions when necessary.

Appendix

1 – RPA & IP Guidelines

2 – Action and Information Plan

Resident Participation Action and Information Plan

Location:

Meeting Date:

Attending:

Agenda

- **Rosendael/ Whitefoord House Issues**
e.g. Health & safety
- **Service Issues**
e.g. repairs/ meals/any other issues
- **Local Issues**
e.g. security
- **Information & Activities**
e.g. coming soon / guest speaker?/outing

Action and Information Plan

Appendix 2

SVHA	Action	Outcome / Update
Rosendael/WH Issues		
Service Issues		
Other Issues		
Information & Activities		

Date of next meeting: