

# T4R - Get Involved



Together **4** Residents

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*T4R met on Tuesday 11th December 2018 via video link between saha's Head Office and the Regional Bolton Office.*

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## **T4R Scope**

T4R wanted to look at saha's Get Involved mechanisms and how saha meet the current Tenant Involvement and Empowerment standard. T4R also wanted to look at how saha get residents involved and the options for feedback open to residents.

## Meeting overview

T4R decided to focus on what **we aim to achieve**? which included:

- How do we engage people who appear to not want to get involved?
- How do we promote the importance of getting involved without sounding like we are repeating ourselves?
- What does meaningful involvement look like?

By answering these questions T4R would be able to get a good picture of where saha's Get Involved model is at the moment and the recommendations that might need to be implemented.

Discussion around The Green paper

Difficulty in those hard to engage residents - what causes it?

Possible options

## Our inspiration



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*The meeting sparked some very interesting conversation topics within the group around why residents get involved with their housing associations. This often starts with an initial contact because they want to give feedback on one particular issue, but the group wanted to explore how we can change this to get people engaged on an on-going basis.*

*T4R discussed how Get Involved is a prime example of a service at saha that can be consistent across the board, even with the dispersed nature of saha's geography. Sometimes local level services are delivered slightly differently, depending on the approach by different staff members.*

*In the discussion the group talked about increasing the emphasis on the positive nature of involvement- looking at not only the service delivery changes that it brings, but the positive impact it has on residents, in terms of **confidence, the building of strong local communities and social value.***

**By promoting all of the positive outcomes from resident involvement, ranging from attendees at coffee mornings to residents who have moved on successfully, the group felt saha can show the importance of resident involvement and our residents opinions.**

## *Evidence*

*Discussion around corporate involvement vs local involvement*

*T4R looked at the following evidence during the meeting:*

*Get Involved database*

*Resident Involvement audits*

*Social Media across saha*

*How is information given to residents including sign up and through surveys*

*Local offers*

*Regulatory compliance*

*Satisfaction results*

*The Loop*

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## **Recommendations**

T4R suggested that saha and the Get Involved team implement the following recommendations:

- On road shows - have an **activity** in place for the visit i.e. cooking session, training session or art session so that people will want to visit.
- Put the **T4R logo on all envelopes**, when information is being sent out, so that residents start to know the brand.
- Look at the possibility of an annual awards ceremony for residents across a number of categories i.e. best resident, most engaged, person who makes the biggest impact and invite all nominees to a ceremony.
- Continued promotion of new information - it appears that saha do a launch and then not much follow up. What is the redress if information isn't backed up?
- Relook at the staff buy in - how are staff trained on what meaningful involvement is? if you asked all staff a question on involvement would all the answers match?
- Look at a module for involvement at sign up

- Reintroduce the annual impact assessment of resident involvement
- Create more videos for Getting Involved - possibly as part of the annual impact assessment.
- Live Q&A with staff and residents - T4R offered to do the first live Q&A!
- Balanced residents meetings -starting and ending with positives.
- Look at postage vs text / whatsapp

## Conclusion

T4R felt that saha had a **good assurance rating**

One T4R member commented "***saha do the best we can with what we have - we have more in place than most to get people involved.***"

### What we aim to achieve

T4R want to make involvement ***more engaging*** to all residents and let people know that getting ***involved really does make a difference.*** T4R want all staff and residents to be aware of all the ways that residents make a difference at saha and how this then supports the mission of '***Transforming Lives***'

Thank you!