



# Resident Participation Strategy

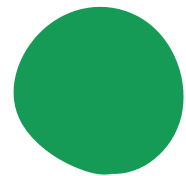
Inform. Involve. Inspire.





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# Welcome

**For the last 50 years, North Wales Housing has been providing homes and delivering excellent services to our almost 3000 families and individuals across North Wales.**

We understand the value and importance of a good home and we know that housing is about more than bricks and mortar. That's why we place our residents at the heart of everything that we do. Engaging with and listening to our residents is important to us and working with residents, and your representative groups, helps us understand your needs for today and tomorrow.

Our people are also central to our vision which is why we attract and retain the best people, who feel valued and empowered to put you, the resident, at the heart of everything we do.

We aim to provide the best possible service and we recognise that your voice and contribution is essential in ensuring that we deliver on that commitment. Your feedback and participation are vital. We want you to become actively involved in shaping services and help us make the right decisions that impact on you and your daily lives.

We pride ourselves on building relationships and partnerships with our existing residents as well as the communities you live in. And we have residents who are already involved, whether it's through a residents panel, a forum, filling out surveys and providing us with feedback. And we want to ensure that everyone has an opportunity to have their voice heard and to have their say on the development and delivery of our services in a way and with a time commitment that works for you. So why not get involved!

**Helena Kirk**  
**Chief Executive**



# Meet your new Panel Vice Chair

North Wales Housing's Residents Panel has a new Vice-Chair. Juliet Jones was elected to the role of Vice-Chair at its most recent meeting in June 2024. She has been a resident with North Wales Housing for the last 23 years and joined our Residents Panel three years ago.

Juliet said:

**"I am delighted and grateful for the opportunity to serve as your Vice-Chair. I first got involved with the Residents Panel because I wanted to see how services for residents are approved and decided by North Wales Housing.**

**It's important for residents to get involved to ensure their voices are heard, there is continuous improvement in service standards, and we can ensure services are delivered."**

Juliet added:

**"I am delighted to see the new Resident Participation Strategy launched for 2024-2025. There is a role for everyone who wants to get involved and help shape decision making at North Wales Housing. If you are interested in getting involved with North Wales Housing, there are many options available to you."**

These include the new Resident Voice sessions, which have been launched to provide an opportunity for residents to come together to discuss how we build that better future for all and ensure that we all love where we live.

There is also the Resident Panel, focus groups, taking part in annual surveys and consultations, becoming a reader of our leaflets and letters or feedback to us on our services.

You can find out more here: How to get involved – North Wales Housing ([nwaha.org.uk](http://nwaha.org.uk)), or contact Iwan Evans, our Resident Participation Co-Ordinator at [Iwan.Evans@nwaha.org.uk](mailto:Iwan.Evans@nwaha.org.uk) or call him on 01492 563232.



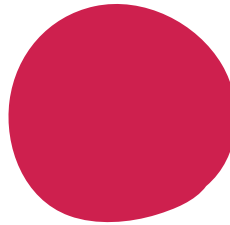


# What is resident participation?

**Resident Participation is everyone's job. It's a way for you, as residents, to share ideas and co-operate with us as a social landlord to share ideas.**

It's a way for residents to get involved in the decision-making process during discussions about improving the conditions of your home as well as the services that we offer to you. It is a great way for us to learn more about each other and for residents to find out how and why decisions are made.

Your participation is beneficial, and the idea is to give you an opportunity to share and provide opinions, input, feedback and contribute positive ideas about your home, your community, and the services that you receive. It helps the team here at North Wales Housing to learn more about you, your needs and your priorities. It is also an opportunity for us to improve the services we provide and make sure we improve satisfaction. This is a two-way process, and we see it is an essential part of our work.



# Introduction

**In setting out how we will provide opportunities for residents to have their say and influence the services delivered to them, we are reinforcing our commitment to you and your participation.**

We want to increase your involvement in decision-making. This strategy helps ensure that we continue to put our values into practice and to achieve the aims and objectives of our Corporate Plan. You can read our Corporate Plan here:

<https://www.nwha.org.uk/about-us/corporate-plan/>

It is also a legal requirement for all social landlords to develop and support Resident Participation, which is regulated by Welsh Government. We are required to provide evidence that we meet the regulatory requirement:

**‘Residents are empowered and supported to influence the design and delivery of services’.**



# Our mission

Transforming lives with great homes, quality services and support.

# Our values

North Wales Housing Association strives to live its values. Our Corporate Plan is underpinned by our values, and they are key to our Resident Participation Strategy and how we intend to promote and organise opportunities for you to participate.

# Our vision

Making a difference providing homes in communities where people love to live.



# Developing the strategy

In developing this Strategy, we have consulted with residents and staff. We have also taken into account a recent audit we did on resident participation, our Corporate Plan, and the results from the STAR Survey.

## Good Practice but Room for Improvement

In October 2023, we commissioned an audit on our formal resident participation opportunities. Following that review, the independent auditor told us:

“North Wales Housing has a sound system of internal control in place with regards to resident engagement. A number of good practice areas were noted, including strong governance arrangements, strategies, and actions to improve resident participation and evidence of resident feedback being utilised for strategic decision making and operational performance monitoring.

“We identified that improvements could be made to formalise arrangements around induction and training for tenant members. It is noted that management are aware of this area for improvement and work is ongoing to provide resident members with relevant training.

## What you told us in the STAR Survey

The STAR survey is carried out every year and it's based on a survey from the Welsh Government. It is used by landlords across Wales to measure satisfaction of residents and to see how they are doing compared to each other.



**76% residents were satisfied with the opportunities to take part in decision making.**



**84% residents satisfied with the overall service.**



**76% residents were satisfied with how they felt NWH listens to views and acts on them.**



# What you told us



# Resident consultation:

We asked residents about the strategy. This began with a discussion with our Residents Forum on what we currently do and how we could improve. A survey was also shared on social media, our website and via text message. We also used our events as an opportunity to listen to resident views.

The residents we spoke to told us they are satisfied with the opportunities on offer for them to participate.; They also told us their priorities are:

01

North Wales Housing (NWH) should be more visible

02

Residents want to be kept informed

03

Residents want to be updated.

## What you told us...

“ \_\_\_\_\_ ”

NWH needs to be more visible.

\_\_\_\_\_ ”

“ \_\_\_\_\_ ”

Use all platforms to reach people - social media, banners, drop flyers through letter boxes.

\_\_\_\_\_ ”

“ \_\_\_\_\_ ”

Satisfied with what's currently on offer.

\_\_\_\_\_ ”

“ \_\_\_\_\_ ”

Coffee Mornings.

\_\_\_\_\_ ”

“ \_\_\_\_\_ ”

Community Days were popular. Lots of comments on wanting to see more of these.

\_\_\_\_\_ ”

“ \_\_\_\_\_ ”

There are different options to get involved.

\_\_\_\_\_ ”

“ \_\_\_\_\_ ”

Improve trust and get the basics right.

\_\_\_\_\_ ”



# What you told us

“ \_\_\_\_\_ ”  
Drop ins.

“ \_\_\_\_\_ ”  
Community Projects - Art Projects or improving the local environment.

“ \_\_\_\_\_ ”  
Be more visible.

“ \_\_\_\_\_ ”  
Don't have time for regular meetings.

“ \_\_\_\_\_ ”  
Needs to make a difference. Not just tick a box.

“ \_\_\_\_\_ ”  
Door knocking or phone calls.

“ \_\_\_\_\_ ”  
More face-to-face opportunities on estates.

“ \_\_\_\_\_ ”  
Need to always inform us what happens with our feedback, like with the service charge.



## Our Colleagues told us:

Our staff were also asked for their views in a consultation. This is what they told us:

- 01 North Wales Housing needs to be visible
- 02 Keeping residents informed is a priority
- 03 It's important for residents and staff to know what their responsibilities are
- 04 Give residents the opportunity to choose what happens where they live
- 05 Provide training opportunities and support

# What we intend to do

We have four aims that we will commit to working to, which reflect the results of the consultation in telling us that residents need more opportunities to get involved, you want more training, more information and want to be kept up-to-date, as well as seeing a lot of more of us.

All of this should ensure that residents are taking part in decision-making and influencing decision-making. It is not only vital to improving our business and our services, it helps us achieve our Corporate Plan priorities, but it ensures that residents feel informed, involved and inspired to get involved.

## Aims

## What difference will be made

1

### Increase Involvement Levels

We want to encourage as many residents as we can to get involved.

- Improved service
- Improved satisfaction
- Decision making influenced by residents
- Better relationships
- Provides opportunity for scrutiny
- Enables a diverse range of views

2

### Enhance the skills and knowledge

It is important that residents have opportunities to access information so that you have the knowledge and skills to get involved, and our colleagues have the right skills and knowledge to support involvement.

- Residents feel empowered.
- Greater participation levels
- More residents enabled to see the benefits of participation.
- Develop new skills
- Creates better and more cohesive communities
- Colleagues can promote participation and seek out opportunities for greater participation

3

### Improve the visibility of NWH

It is important that NWH is visible to continue to build trust with our residents.

- Improved satisfaction
- Improved communication
- Build trust.
- More people will want to participate.

4

### Provide a range of meaningful involvement options so that residents can influence decision

It is important to have a variety of opportunities to get involved to suit different needs and circumstances.

- Improved service
- Improved satisfaction
- Participation is accessible.
- Decision making influenced by residents.





# Getting Involved





# Are you ready to get involved?

There are so many ways to get involved and help influence decision making at North Wales Housing. We commit to continuing to provide resources to support and improve these opportunities for you.

There are many ways to get involved and you can choose how much time commitment you want to give, how much responsibility you wish to have and they offer different levels of influence. The list is not exhaustive, and if you have any other ideas that you think we could develop to help increase and improve your participation, we will look and see how those can be supported.

How to get involved	What does it look like
<b>Residents Panel</b>	Our Residents Panel meets every two months and has the responsibility for scrutinising and our services and performance to ensure all residents receive the highest standards of service.
<b>Residents Forum</b>	Our Forum meets regularly providing residents with an opportunity to obtain information, influence our decision making, and strengthen our services. We aim to dedicate each meeting to a particular topic, allowing members to learn more about North Wales Housing, and provide input and feedback to improve the services we provide. The meetings are currently held online in the evenings.
<b>Sounding Board</b>	This is a group of residents who are interested in acting as a 'reader' of leaflets, forms, policies etc. You can provide feedback to us via email. You will also take part in occasional surveys, focus groups and hear about new ways of getting involved as they develop. The Sounding Board is suitable for those who want to have a say and influence services but would prefer not to attend meetings.
<b>Consultation and surveys</b>	We consult with residents often on various topics to improve services. This can take the form of focus groups, online or paper surveys, door knocking/events on schemes.
<b>Satisfaction Surveys</b>	Take part in a satisfaction survey. You will be asked for feedback e.g. repairs satisfaction surveys. You can also get involved in an annual satisfaction survey (STAR Survey).
<b>Events</b>	We hold monthly events so we come to you. Come and have a chat with us. This includes Community days, drop ins, scheme surgeries, community litter picks. It is a great opportunity to meet staff. At some events, we also consult and gather feedback on various topics and services.





# How to get involved

There are 3 levels of involvement available to all of our residents:

## 1

You will receive up-to-date information, participate in completing surveys, provide us with feedback and keep us up to date on the best way we can communicate with you.

This can include participation in consultations on various service improvements, completing satisfaction surveys, and attending events of interest to you.

We also have an annual satisfaction survey. Or you can join our Sounding Board database of residents who are interested acting as a 'reader' of leaflets, forms, policies etc. and providing feedback. You can also take part in occasional surveys, focus groups, and hear about new ways of getting involved.

## 2

Why not join our existing established Residents Forum which is held every two months, online in the evenings. It will provide you with an opportunity to obtain information, influence our decision making, and strengthen our services.

Or you can come along to our Resident Voice sessions, which are held every two months. It's a 1-hour session, they're informal and we look at specific issues that are important to residents. It will also provide you with an opportunity to meet with staff.

## 3

You can join our Residents Panel, which is made up of board members, residents, and staff, and meets every two months (a choice of in person or online). The panel scrutinises our services and performance to ensure all residents receive the highest possible standards of service.

Full support and training is given to new members.

You may be interested in participating in Mystery Shopping exercises. Mystery Shopping will be a method to check the quality of services provided by North Wales Housing. It's a way of finding out the actual resident experience.

## Financial support

We have set aside financial resources to make sure you can get involved. This includes:

- 01 Regular training events
- 02 Travel Costs and Childcare
- 03 Suitable venues, mix of in person and online
- 04 Staff time and support to encourage you to get involved
- 05 Administrative Support



# How will we support you to get involved?

At North Wales Housing, we're fully committed to supporting and improving our resident participation. We know how important it is and the benefits it brings, not just to us but also to our residents.

Did you know we have a designated Resident Participation Co-Ordinator and there is a budget allocated for resident participation activities?



## Meet Iwan

Iwan is our Resident Participation Co-ordinator.

He has been working at NWH for around 10 years. His role is to ensure we offer a range of options for our residents to get involved and have a say on services. Iwan develops the Strategy and the Resident Action Plan. He also organises engagement events and activities for residents.

Iwan is the point of contact for residents who want to make a formal complaint, ensures complaints are recorded and that NWH follows its complaints procedures.

## Resident Voice

Why not come along to our new Resident Voice sessions? In June 2024, we launched our first Resident Voice. It's a series of sessions for residents to come along and have an informal chat with us and share ideas and feedback. It's held every two months, and you can find all the details on our website where it has its own page:

<https://www.nwha.org.uk/resident-voice/>







**“Resident involvement and feedback are essential in helping shape our services and decision-making. It’s a pleasure working with our Panel and Forum members who give their own time to learn more about our work and help us improve.**

**“It’s been a positive learning experience and we’ve made significant improvement on resident participation. We are committed to continually improving by working in partnership with residents.**

**“I want to thank residents who helped with developing this strategy. It’s not just a piece of paper, we have developed an Action Plan alongside to help us deliver on what you told us is important,” said Iwan.**

**Iwan Evans**

**If you’d like to know more or want to Get Involved then get in touch with Iwan at [Iwan.Evans@nwha.org.uk](mailto:Iwan.Evans@nwha.org.uk) or call him on 01492 563232**

As well as Iwan, all our staff committed to supporting and developing resident participation opportunities. That includes our leaders. We have buy-in and commitment from the senior leadership team, who strive to continually consider how we maximise resident participation, its benefits and how it can improve our services.

When planning any project or any changes in the ways we work we will always consider how resident participation can play a role. The Programme and Performance Team and the Resident Participation Co-Ordinator have created a form to encourage colleagues to consider if resident participation is necessary in the piece of work they are doing.

North Wales Housing will continue to support the formal opportunities to get involved (e.g. Residents Panel), providing staff support, training for participants, expenses to attend meetings etc. Our formal opportunities to participate are important to us. However, we want to reach out to more residents and hear what they have to say and we are looking at how we can provide further informal opportunities for you to learn more about us and to have a say on the services we provide.

You told us in the resident consultation that our visibility is important to you; therefore, this will be a key priority over the course of this Strategy. Being kept informed has also been confirmed as a priority; therefore, we will feedback to participants and provide updates on how their input/feedback has been used.

# How will we know if it's working?

We have developed an Action Plan to carry out the commitments in this Strategy. The Action Plan will be monitored and reviewed by residents at our Resident Forum meetings. And every year for the next four years, we will create an up-to-date Action Plan.

The Action Plan is not exhaustive as we know resident participation ideas and initiatives will continually develop over time. As they do, we will make sure we can incorporate these ideas and initiatives into the strategy and action plan.

An annual resident participation report will also be submitted to the Residents Panel. This will provide an update on what has happened over the course of the year and the impacts that have been made.



# Equality and diversity

Equality and diversity is central to our work. All residents have a right to participation and for that reason we aim to ensure resident participation opportunities are open and accessible to everyone. We want to encourage as many of our residents as possible to take part.

We also have an Equality, Diversity and Inclusion Strategy which will be taken into account when promoting and organising resident participation opportunities. North Wales Housing has achieved the prestigious QED quality mark awarded by Tai Pawb. The QED award is a Wales specific framework for reviewing, improving and transforming the equality, diversity and inclusion impact of an organisation.





# What To Do If You're Not Happy

We want to hear from you if you feel that we are not doing what we said we were going to do in the Resident Participation Strategy.

You can do that by:

- 01 Asking for your concern to be included on the agenda of any Resident Forum
- 02 Raising your concern when responding to satisfaction surveys or feedback requests online, over the phone or by writing to us.
- 03 Raising your concern with the Resident Participation Co-Ordinator

We will do everything we can to resolve your issue but if you feel that it has not been resolved to your satisfaction we have a Complaints Procedure. Details can be found here:

<https://www.nwha.org.uk/complaint/>





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