



# Resident Participation Induction Pack



NORTH WALES  
HOUSING  
TAI GOGLEDD  
CYMRU





# Welcome

**Resident Participation is about residents taking part in the decision-making process and influencing decisions about their housing.**

Our residents already possess many of the skills and the knowledge that needed to get involved in decision-making, because you are experts at living in social housing.

This guide will provide useful information to interested residents, or those who are new to resident participation.

It will help prepare you to take part in decision-making with North Wales Housing (NWH). It will also provide a good understanding of how we operate.

# About North Wales Housing

**So, who are we? We were founded in 1974 so this year we are marking 50 years of providing great homes and delivering services to over 2,700 homes across the north of Wales.**

We understand the value and importance of a good home. Providing more new homes into the future is core to our vision. But we are about much more than bricks and mortar; we are a regional market leader in vital areas such as Supported Housing, providing housing and services for people who are experiencing homelessness, addiction and mental health issues.

There's no getting away from the fact that we're an ageing population, and NWH has developed expertise in providing homes for older persons. We offer tailored housing options for those aged over 55, including our innovative Extra Care schemes.







## What is Resident Participation?

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

It's a way for you to get involved in the decision-making about how homes can be improved, 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 crucial and it gives 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 our team 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.



## What are the benefits?

**When working well, resident participation delivers clear benefits for all of us, our residents, staff and the organisation.**

### **This includes:**

- Better service and improved outcomes and ensuring value for money;
- Staff and residents working together for common goals
- Informed and knowledgeable residents who have the skills and confidence to influence decisions;
- Increased resident satisfaction with your home and neighbourhood;
- Identifying actions for service and performance improvements and working together to implement these recommended improvements;
- Opportunities to develop new knowledge and skills;
- Better communication between staff and residents;
- Meet new people – other residents and staff.



# There are so many different ways for you to get involved with us:

## Residents Panel

Our Residents Panel meets every two months and has responsibility for scrutinising our services and performance to ensure all residents receive the highest standards of service.

## Residents Forum

The Residents Forum meets regularly, providing residents with an opportunity to obtain information, influence decision making, and strengthen our services.

We dedicate each meeting to a particular topic so you can learn more about us, input and feedback to improve the services we provide.

The meetings are currently held online in the evenings.

## Residents Voice

Resident Voice sessions are held every 2 months. It's a 1-hour session which is informal and looks at specific issues that are important to residents. It also provides you with an opportunity to meet with our staff. You can attend online or in-person.

## Sounding Board

A group of residents who are readers of leaflets, forms, policies etc. You can provide feedback to us via email.

You will take part in occasional surveys, focus groups and hear about new ways of getting involved.

The Sounding Board is suitable for those who want to have a say and influence services but prefer not to attend meetings.

# So, you have decided to join us and get involved. Here are some tips to help you get started:

## How to have a great meeting

If attending a meeting or focus group (This could be in person or online) we ask that everyone considers the below:

- Welcome new members and make them feel welcome
- Before attending, ready any papers and agenda
- Do your best to arrive on time
- Keep to the subject being discussed and contribute
- Treat everyone fairly, and respect equality and diversity by not discriminating against any person
- Respect the right of other people to speak without interruption and allow everyone the opportunity to speak
- Respect the views and opinions of others and accept that these may not always be the same as your own
- Do not raise individual issues or complaints. Time can be set aside separately, if needed, for this purpose

## Equality and Diversity

We believe that everyone deserves fair and equal treatment, regardless of their background, race, ethnicity, gender, sexual orientation, age, disability, or any other characteristic. We are committed to creating an inclusive and supportive environment for all our residents, staff, partners, and stakeholders.

When taking part in resident involvement activities (eg. meetings, focus groups, workshops) it is expected you will:

- Not discriminate, harass or victimise another person because they have any protected characteristics, as specified in the Equality Act 2010;
- Neither encourage nor condone such behaviour in others;
- Positively uphold and reinforce our values
- Recognise and value difference, treat each other fairly and with dignity and respect and encourage everyone to participate

# Meet the teams

**When getting involved with us, you will hear more about the services we provide and meet staff from across the organisation. Here are the teams who make up NWH:**

## Customer Experience Team

Our Customer Experience Team works closely with residents to improve satisfaction, get you involved and ensure that your voice is heard and influences how and why we do what we do. The team communicates the work of the organisation through a range of media platforms and digital inclusion projects.



## Supported Housing

We provide over 300 supported housing units for those who are vulnerable, including people who experience homelessness, addiction, mental health issues; we also support people with learning disabilities and young people leaving care.

All of those availing of Supported Housing will receive one-to-one support to help them access jobs and education or health services and learn life skills – such as cooking and budgeting. We work to enable them to maintain successful, independent tenancies when they move into their own property.



## Neighbourhood Team

The Neighbourhood Team manages enquiries on tenancies, anti-social behaviour and lettings. The team leads on the development of Neighbourhood Plans, which set out our service commitments to you and your local area.





## Income Team

The team deals with rent enquiries are on hand to give help and advice, on topics from budgeting, benefits and how to get the best utility rates.

## Development

The team are responsible for the building of new homes across the north of Wales.

## Repairs

We have an in-house repairs team. The team consists of plumbers, electricians, and multi-skilled operatives.

## Rakes & Ladders

Rakes & Ladders are our inhouse grounds maintenance team. They deliver a range of gardening, grounds maintenance, and other property maintenance services to residents.

## Asset Management

The team consists of Surveyors looking after all our assets, planned maintenance (e.g. kitchens and bathrooms), and disability adaptations.

## Cleaning & Caretaking Services

This in-house team provides cleaning services in communal areas and in our communities.



# Glossary / Useful terms

**When attending meetings and taking part in any way at NWH you may hear some terms specific to social housing that you have not heard before. We want to make taking part easy and accessible, so please never be afraid to ask a question or clarification on any topics or if you are not familiar with words or terms that are being used.**

**Here are some of the most frequent terms you might hear:**

## TPAS Cymru

As discussed on page 2, NWH are members of TPAS. TPAS Cymru supports residents and social landlords and work to shape housing services in Wales. They also share good practice and provide training and support for residents and staff.

## WHQS

This term refers to the Welsh Housing Quality Standard. WHQS was introduced to ensure all social housing meets a common standard regardless of who your landlord is.

An easy read guide on WHQS available on the Welsh Government website <https://www.gov.wales/welsh-housing-quality-standard-easy-ready-version>

## Transactional Survey

This is the text survey you receive after you have received a service from NWH, for example if you've had a repair done.

## STAR Survey

This means the Survey of Tenants and Residents. It's designed for social landlords to collect resident satisfaction feedback in a consistent, measurable way. We carry out the survey every year and it is based on a standard survey from the Welsh Government, which is used by other landlords across the country to measure satisfaction and compare with each other.

## Resident Participation Strategy

As a resident participating in decision-making, you will hear a lot about the Strategy and its Action Plan. A copy will be provided to you and it is also available on our website.

## Performance Report

This is a report submitted to the Residents Panel every two months. It provides the panel with updates and commentary from managers regarding the performance of different services.

## ASB

If Anti-Social Behaviour is being discussed at meetings you may hear it referred to as ASB.

## SLT

During a meeting you may hear the acronym SLT from staff. This refers to our Senior Leadership Team.





# Regulatory requirements

**Welsh Government places clear expectation on housing associations to demonstrate residents are involved in shaping services and decision-making. Like all housing associations in Wales, we are regulated and asked to provide evidence of how we give our residents opportunities to influence decisions.**

You will hear a lot about the organisation, TPAS Cymru, when you become involved with us at NWH. They are based across the country.

TPAS Cymru supports residents and social landlords and works to shape housing services in Wales. They also share good practice and provide training and support for residents and staff.

There will be opportunities for you to attend training and events organised by TPAS Cymru. As we are members of TPAS these opportunities are free of charge for involved residents.

It's worth having a look at their website:

<https://www.tpas.cymru/>





## Iwan Evans

### Resident Participation Co-ordinator.

Iwan 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. He develops the Strategy and the Resident Action Plan. He also organises engagement events and activities for residents.



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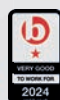
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