



Resident involvement statement

(Words or phrases highlighted in blue are explained further in the Jargon Buster on page 3.)

Introduction

This statement provides an overview of our general aims for involving residents. It explains how our resident involvement work influences the services we provide and improves the neighbourhoods in which we work.

Further detail about our approach is available in the Group's "*Resident Involvement Strategy*", "*Consultation Framework*" and "*Menu of Involvement*". These documents, and this one, are freely available from the Group's offices and website (www.adactus-group.com) and will be produced in other formats such as large print, audio, or in other languages on request.

This document has been produced by the Group following consultation through its [virtual forum](#) and with recognized residents' groups. It will be reviewed and updated every year, together with the strategy, following an assessment of the outcomes of our resident involvement activities.

Definitions

Resident – Anyone who is a tenant, leaseholder or shared owner of one of the Adactus Housing Group's members, or someone who is living in temporary housing or supported housing managed by one of the Group's members or a freeholder paying service charges to one of the Group's members.

Consultation - Asking for people's views, taking them into account and providing feedback on how they have influenced the final decision. The scope of this can range from residents being offered clearly defined choices to being asked to comment on broad objectives and/ or specific actions or offering suggestions at an early stage of planning.

Information - Some decisions, depending upon their nature and scale, are not suitable for consultation. However, information about these issues can be provided with varying levels of detail and scale. The style of information can range from individual interviews or letters to residents to articles in newsletters (area or Association-wide) or detailed information sessions with groups of residents.

Resident involvement aims

Our approach to delivering resident involvement is set out in detail in our Resident Involvement Strategy. The Strategy is based on achieving the following broad aims across seven themes: -

1. Accountability & Representation

We aim to provide a clear framework of opportunities for involvement for all residents and ensure widespread and representative involvement from the communities and people we provide services to.

2. Influencing [Service Standards](#) & Improvements

We aim to ensure broad tenant & resident involvement in reviewing services and setting service standards. We aim to ensure that those residents who choose to get involved are also enabled to make an informed choice about the type & level of their involvement. We will provide clear & detailed feedback to participants in consultation exercises about the responses received and ensure that the Group publicises information about the outcomes of residents input into decisions.

3. [Equality Of Access](#) To Involvement.

We aim to ensure equality of access to involvement methods and widen participation from under-represented groups.

4. Information & Learning Opportunities

We aim to produce annual [performance monitoring](#) statistics and other general information for all tenants. We will provide more specific information to those tenants who want to receive it. We aim to provide opportunities for tenants to learn more and develop skills relevant to their chosen level & method of involvement. We aim to assist resident groups in keeping their communities informed and involved in their activities.

5. [Community Development](#)

We aim to promote, encourage and support the development of community-based resident groups. We aim to develop partnerships with community-based residents groups, voluntary organizations and other landlords & agencies.

6. [Resources](#)

We aim to provide adequate staff and other resources to support all resident involvement initiatives. We aim to extend the level of activity by accessing external sources of funding where available.

7. [Performance Monitoring](#) & Review

We aim to ensure that the performance of the Adactus Group in this area of work is measured, monitored and progress is reviewed on a regular basis.

How resident involvement influences our services

The decisions that we take to develop our services can have a real impact on the lives of residents, their homes and neighbourhoods. This is why we go much further than carrying out ordinary market research to find out what residents want from our services: we also try to involve residents in helping us to make decisions about the business and we consult widely when we consider making changes to the services we provide.

A full list of the options that we provide for resident's to become involved in influencing our services are described within our "*Menu of involvement*" booklet.

We have also adopted a “*Consultation Framework*” to be clear about which aspects of our services we will consult with residents on or inform them about. The Consultation Framework is based on the following principles: -

- We will consult at an appropriate level and scale for issues defined by the [Housing Act , Section 105](#) and in accordance with additional requirements or guidelines of The Housing Corporation.
- For Leaseholders, we will always consult at an appropriate level and scale for issues defined by the [Commonhold and Leasehold Reform Act 2002](#)
- We will consult on issues where there is a reasonable and genuine opportunity for residents to influence the outcome.
- We will consult as widely and inclusively as possible, using a variety of techniques.
- We will provide feedback to participants on the outcome of consultations.
- Where consultation is not appropriate, we will ensure that we inform individuals and groups about decisions that affect them.

Jargon Buster

Accountability

Being open and honest and asking what people think about your actions

Commonhold and Leasehold Reform Act 2002, Section 151

A law that spells out some of the issues we must consult leaseholders about.

Community Development

The process of building and improving communities.

Equality Of Access

Everyone has the same chance to take up opportunities regardless of their abilities, age religion, sexuality, gender or ethnic heritage etc. This can mean taking steps to remove potential barriers such as language, timing, distance etc.

Housing Act , Section 105

A law that spells out some of the issues we must consult tenants about.

Performance Monitoring

Measuring how well something is working

Representation

A way of making sure the full range of people’s views are heard and considered

Resources

Money, people’s time, equipment etc. Anything useful

Service Standards

A minimum level of service that can be clearly described or measured (for example, we will carry out a repair within a specific period of time)

Virtual Forum

We maintain a list of all residents who are interested in getting involved by means other than face-to-face meetings. From time-to-time we write to these people or contact them by telephone or e-mail for their views.

Contact Details

If you are interested in becoming involved contact our customer care staff at any of the following offices: -

Registered Office

MacLaren House
Lancastrian Office Centre
Talbot Road, Stretford
Manchester M32 0FP
T: (0161) 872 7731
F : (0161) 873 7903

South Area Office

2 Great Southern Street
Moss Side
Manchester M14 4EZ
T: 0161 226 5384 F: 0161 232 9591

North Area Office

Elisabeth House
Off Victoria Street Openshaw
Manchester M11 2NX
T: 0161 230 4070
F: 0161 231 6248

West Area Office

Turner House
56 King Street
Leigh WN7 4LJ
T: 01942 608 715 F: 01942 261 538