

Getting Involved

—

Getting it Right!

Executive Summary

Our new Resident Involvement Strategy has been written with residents and developed using the Sovereign Housing Group's principles that each member organisation will have:

- A resident involvement strategy/statement
- An annual impact assessment
- A comprehensive action/service improvement plan

Our new strategy aims to meet these principles by delivering services that residents living in our properties want and can get involved with at a local level.

The strategy is divided into six sections:

Section 1 – Welcome

This section explains why we have introduced a new resident involvement strategy and what we believe we can achieve through this strategy by involving residents in everything we do everyday.

Section 2 – Involving residents in decision making and shaping and improving services

Section 2 describes why we believe feedback from our residents is so important and lists the various methods we use to get feedback from our residents living in our properties regardless of where they are located.

This section also explains the many different ways residents can get involved in helping us to make decisions and shape and improve our services, such as becoming a resident board member, completing satisfaction surveys, and joining the numerous resident panels and focus groups we have.

Section 3 – Getting involved in the local community

In section 3 we explain why we believe getting involved in the communities where our residents live is so important. We also explain why residents may want to get involved and we give examples of just some of the many different ways our residents can get involved in their local communities.

Section 4 – Training, support and resources

In this section we state why we believe training and supporting our residents is an important part of our strategy and we describe the different things we do to help our residents to get involved with us and give us their feedback. We lists the various training courses we run, from mystery shopping to IT training and also the different types of support we can offer residents from providing funding to more practical help such as producing documents and working with other organisations.

This section also confirms how everyone working at Twynham is committed to involving residents in everything we do and that we have a dedicated Resident Involvement team to help and support our residents.

Section 5 – Monitoring and reviewing success

The penultimate section of our strategy describes how we will monitor how well we involve our residents and meet the objectives of our strategy by using targets and measurements to prove that we are meeting our residents' needs and expectation.

Section 6 – What do we want to achieve?

Finally, in section 6 we confirm what we want to achieve with our residents through this new strategy, from meeting our regulator's expectations to ensuring that everyone has equal opportunity to get involved with us. Other commitments we make in this section include that we will take a proactive approach to encouraging everyone to get involved, that we want to build homes and communities that residents actually want and that will last and that we want to be accountable to residents and have targets to show that we are.

1. Welcome

This strategy sets out our aims and objectives for involving residents. Our service improvement plan shows how we plan to achieve these. We will review our service improvement plan every year using an impact assessment so that we can show what difference has been made.

This strategy has been produced in collaboration with the Christchurch Residents Forum, our Policy Consultative Group and 'One Voice' representatives.

Being Part of Sovereign Housing Group

This new strategy will adhere to the principles set out for involvement within the Group.

Each housing association will produce the following:

- A resident involvement strategy/statement
- An annual impact assessment
- A comprehensive action/service improvement plan

It is important that these principles are adopted throughout the Group as this not only demonstrates a coherent approach but one which embraces resident involvement throughout its operation.

According to the Housing Corporation's recently issued document, 'People First-Delivering Change through Involvement Policy', "involving residents improves the effectiveness with which housing services are delivered, brings benefits of new skills and increases confidence in residents. It is a core component of helping to ensure that neighbourhoods and communities are places where people want to live, now and in the future". Twynham is committed to reflect this approach by ensuring residents are at the heart of the business and are given every opportunity to shape its future. No longer can housing associations work in isolation and we welcome the approach of working in partnership to provide new homes and to develop neighbourhoods where people want to live. We are proud of the high quality work we have delivered over the past 3 years, but, we are always looking at new ways and methods to continuously improve service standards to help us continuously grow.

The new Resident Involvement Strategy 2007-08 has been designed to take account of feedback from residents as well as absorb the wider political changes which have developed significantly over the past twelve months. A number of reviews, such as the Hills, Cave, Quirk as well as the Lyons and the Local Government White Paper have all indicated the need to re-look at housing policy in its current form. The recommendation from all these reviews have argued that there needs to be a significant shift in the need for housing to be knitted into the social fabric of society, thus making links for example between employment and housing or community

cohesion and housing. Underlying all these recommendations is the need for there to be a 'golden thread of tenant involvement', encompassing all stages in order to create neighbourhoods and communities where people want to live. We embrace these changes and it is from this premise that Twynham is keen to work with, and involve and empower its residents, therefore targets for resident involvement are embedded throughout all service area improvement plans and brought together by our dedicated resident involvement team.

Involving residents is part of what we do everyday so that we can deliver excellent services. We involve residents in the following way:

- Through feedback about services
- When making decisions about Twynham
- In local communities.

We think it is important to show how involvement and feedback has made a difference and the focus of the Strategy is about demonstrating improvements. Our Service Improvement Plan will help us deliver the Strategy and we will regularly monitor our progress and report how well we are performing against our service standards and targets.

We plan to achieve success through this strategy by:

- Ensuring we can demonstrate value for money
- Encouraging partnership working with other agencies including private, statutory as well as the voluntary sector
- Providing an innovative and tailored approach to involving residents
- Providing opportunities for residents to scrutinise services
- Having a residents conference to encourage networking opportunities between residents as well as staff
- Offering a range of ways for residents to get involved
- Achieving high levels of customer satisfaction with services
- Achieving high levels of performance against our service standards and targets
- Empowering residents
- Providing homes and communities that residents want and that last
- Offering equal opportunity to get involved
- Providing access to advice and information
- Delivering a high quality service from the Resident Involvement Team
- Providing training and support that gives involved residents the opportunity to gain the right knowledge, skills and confidence

2. Involving residents in decision making and shaping and improving services

Why is feedback important?

Twynham is committed to continuously improving services. This is one of our key objectives and we recognise that involving residents plays a vital part.

Residents are continually informing us that providing feedback is vital to them as this demonstrates to them how their input has made a difference. At Twynham we are committed to taking an open approach to providing information and feedback ensuring there is always a two way dialogue, between staff and residents. Feedback helps us deliver efficient and effective services and helps us respond to and meet the changing needs of our residents.

We gather feedback in lots of ways and then use it to monitor and review these things:

- Our performance against service standards and targets e.g. responding to emergency repairs within 24 hours
- Customer Satisfaction with services e.g. with our repairs service
- Policies and procedures
- Estate and local issues that concern residents e.g. anti social behaviour
- Planning and consulting about major works to homes and refurbishment programmes
- Designing new homes.

Once we have gathered feedback and talked to residents and staff about improvements we always get back to those who got involved to let them know about any changes or action.

We also publish feedback to residents on one service area per quarter through our newsletter "Twynham News".

How can residents get involved in making decisions and shaping and improving services?

In a recent document produced by the National Housing Federation's Tenant Involvement Commission, they state, "tenants understand why involvement is a good thing: having their say and shaping the services they receive. The problem appears to be that tenants do not believe that their associations will act on what they say, or that they will be involved in any kind of genuine meaningful way".

At Twynham we want to make sure residents **do believe** they have a genuine say in the way services are shaped and improved. To ensure this happens we offer lots of ways for residents to get involved in a way that suits them. It is also important that the feedback we gather reflects the wide range of views held by residents in Twynham homes. We want to hear views from people from different age groups, backgrounds, areas etc. This will help us to ensure that services and homes are

developed to meet residents' needs. Over the past 3 years we have used performance information and feedback from various consultation events ranging from focus groups, to networking events to carrying out surveys and including feedback from our mock inspection in 2005, to inform us and drive continuous improvement in service design and delivery. We have listened to both residents and staff to reflect what service areas they regard as 'high priority' for the coming year and require further investment. The service areas identified are: Anti Social Behaviour, Estate Management, Property Services and Leasehold services. Even though these priority areas reflect the national picture, we have our own evidence to support this trend.

We at Twynham want to make sure that residents have an opportunity to get involved in a variety of ways, ranging from completing a questionnaire to coming along to a 'fun day' or attending regular meetings.

We have a menu of opportunities for residents to get involved, these activities include:

Resident Board Members

The Housing Corporation believes resident Board Membership is one which should be part of the overall context of an involvement culture, therefore following the Elton review, recommendations were made that all housing associations should have at least one resident board member on each board with a service delivery remit .

Twynham currently has provision for three resident Board Members who have the opportunity to ensure that the focus and strategic direction of the organisation takes into account residents' experiences. Resident board members are selected because they have the skills, knowledge, experience as well as the ability to convey the user's perspective, when making strategic decisions. We support resident Board Members by providing them with on going training and one to one support.

Satisfaction surveys

We carry out monthly telephone surveys for responsive repairs and postal satisfaction surveys every three months across different service areas. Full face to face tenancy reviews are currently being undertaken by the Resident Services Team. As well as service area satisfaction questions all of our surveys now ask questions on overall satisfaction with our services, satisfaction with opportunities to become involved and that residents views are taken into account.

The results tell us how well we deliver services and help us to identify areas for improvement. This feedback also helps us to ensure that Black and Minority Ethnic (BME) residents, disabled residents and other potentially disadvantaged groups are at least as satisfied with our services as residents generally. We also compare our satisfaction levels with similar landlords to measure how well we are performing.

Focus groups

This is when a small group of residents get together to discuss a specific topic. It usually lasts about two hours and can be facilitated by staff or an independent person. Focus groups allow us to explore a topic in lots of detail. We hold focus groups when we review policies and procedures.

Twynham Residents Forum

The CRF meets on a monthly basis and is facilitated by the resident involvement team with service area staff attending where appropriate. The group considers the following things:

- Feedback about service delivery including customer satisfaction levels and complaints
- Performance against targets
- Changes to policies and procedures
- Ideas and suggestions about service improvements.
- Information leaflets
- Community initiatives
- Environmental issues

Residents' groups

We support residents to get together as a group. Where we have groups in local areas we use their feedback to help improve services. We also work with groups and other agencies to tackle local issues. Groups can decide how often they want to meet.

ASB Panel

Recently set up and growing steadily this group meets on a monthly basis to consider and review how we are tackling anti social behaviour and reviewing performance against targets. It is facilitated by the resident services manager and the resident involvement officer.

Asset Management Panel

Currently two tenant board members sit on this panel which is currently held on a 6 monthly basis. It is planned to increase the number of residents on this panel to 5 by the end of 2007/08.

Estate Visits

A yearly programme of visits has taken place for the last 2 years and will continue throughout the life of this strategy. They are very popular with the residents, as along with the service area managers, the MD and representatives from the board

also attend the visits. All residents are invited to request a personal visit or bring their areas of concern to our attention on a form provided in the invitation. Both personal and environmental concerns are addressed.

Sheltered Scheme Coffee Mornings

The coffee mornings are held between 6 weekly and 6 monthly depending on what the residents have requested. They are facilitated by the RI team. These groups consider service standards specific to their own environment and are included in other service/policy reviews where requested.

Somerford Partnership

This is a mixed tenure group established after a survey of all residents on the estate was carried out to establish priorities for the regeneration of the Somerford Estate. It meets on a monthly basis and has recently been involved in multi agency work on improving the traffic flow throughout the estate and on play provision. As we move forward with the regeneration of the estate it is planned that this group will as a community voice and drive the regeneration from a resident's perspective.

One Voice

This is our database of residents who have indicated that they would like to be involved in specific issues that relate to their environment and community.

Mystery Shopping

We are building a database of residents who are happy to carry out this service for us. We currently have 5 trained residents who have started "shopping". Our aim is to have doubled this figure by the time that this strategy is up for review. A programme of 1 shop per quarter is planned for 2007/08 with residents and staff selecting areas to be shopped.

Sheltered Housing Panel

In June 2007 a Sheltered Housing Review was started and from this a Sheltered Housing Panel has been formed. This group forms a voice for all sheltered residents and drive the service from their perspective. The resident services manager and senior resident involvement officer will initially facilitate this group and it is planned that they will meet on a quarterly basis.

Leaseholders Panel

Whilst leaseholders are encouraged to get involved in the same way as tenants, it is believed that it may be beneficial for them to have their own platform. We plan to set up a Leaseholders Panel as a result of the review we are carrying out into how we provide our leasehold services.

Policy Consultation Group

We have a data base of residents who have indicated interest in this area. These residents are offered the opportunity to suggest, comment and amend policies in a way that suits them. This can be either, face to face interviews at their homes or at our offices, by post/e-mail or over the telephone.

Complaints, compliments and suggestions

We welcome all types of customer feedback including complaints. Residents can give us feedback by phone, e-mail, in person and in writing. We have a formal complaints policy which means that we will respond to all complaints within 10 working days.

Outlying Areas

Prior to joining the Sovereign Housing Group in April 2006 Twynham had less than 100 properties in the Fareham/Portsmouth areas. Since taking over Sovereign's properties we now have around 360 properties. Whilst we have in the past, (besides these residents having the opportunity to choose from the RI menu) offered further 6 monthly surgeries in these areas we have had very little take up. An objective of the service improvement plan is to further target this area to ensure that all those that wish to have their say are able to do so. In order to do this we have carried out a survey of all these residents to ascertain how best they would like to be involved. Using the feedback from the survey a fun and information day is planned for Autumn 2007. We will work with other agencies in the area to ensure inclusivity and build up a multi agency network in the area to ensure that our residents' needs and wants are met.

Information

We provide information on services and about getting involved through a suite of leaflets, newsletters, through the internet as well as face to face. We also send our newsletter "Twynham News" and Annual Report to all residents. Three editions of the newsletter are published each year: Spring, Summer and Winter. These are complimented by the annual report, which is produced and sent out to residents in the Autumn. These are available in other languages, large print, Braille and on audiotape.

3. Getting involved in the local community

Why is it important that residents get involved in the local community?

As the Housing Corporation's recent policy on Resident Involvement states, "Many residents and communities prioritise quality of life in their neighbourhoods and not just their homes". Housing associations can no longer only provide the 'bricks and mortar' when building new houses, communities and neighbourhoods also need to be taken into consideration. At Twynham we are committed to this approach. We not only work with residents and other partners to develop and promote community development activities, we also support community projects both financially as well as through time and support from the Resident Involvement Team and other staff. We are keen that projects such as these benefit all the community to ensure that the houses we provide become their homes.

How can residents get involved in their local community?

Every community or neighbourhood will have different issues and residents can get involved in lots of ways through our menu of opportunities.

There may be occasions where residents face issues where they feel it is better to get a group together for their voice to be heard. We are happy to support local groups of resident who want to discuss with us improvements or particular issues they may have in their street or local communities. We are also working closely with residents and local groups in our area of regeneration. We want to ensure that the positive community spirit on the estate is enhanced and provide an environment that others want to move to.

We offer a flexible approach to allow residents to get involved in their community. Local residents can come together for 'one-off' activities, such as:

- Estate visits
- Joint fun days
- Networking events

In other areas residents may want to focus on longer-term projects in their community, such as:

- Involving residents in lifelong learning activities
- Promoting community development activities
- Working with various partners on large projects such as community centres
- Encouraging recycling projects
- Organising activities for young people
- Tackling poor estate design and layout
- Improving community services and resources
- Looking at the image of an area.

The Resident Involvement Team is always available to help residents groups and community association by providing both financial as well as general support with their activities.

4. Training, support and resources

Why are training, support and resources important?

Providing residents with appropriate training and support is essential for this strategy to be a success. The menu of ways for residents to get involved has been set out to ensure that regardless of where you live, your background or age, we are able to cater for your needs, allowing you to become involved at a level which suits you.

As part of the strategy we are keen to empower residents which will give them a wider knowledge base as well as experience and more confidence about being involved. The impact this will have will be two-fold, it will ensure that the feedback we receive is of a high standard but it will also demonstrate to the residents involved how their input is having a direct impact in the way we deliver our services within our homes and within the community.

We are committed to working with all our residents to ensure we are getting the widest perspective of opinions.

This includes:

- Residents from a Black and Minority Ethnic (BME) background and who may not have English as their first language
- Disabled residents
- Older people
- Young people
- Families
- Leaseholders.

What training, support and resources are available to help residents get involved and to deliver the Strategy?

Training

To compliment the strategy and to help support residents, we have an annual training programme. The programme is designed to meet the various needs of our residents and support them in activities that match their level of commitment. We offer a wide range of training activities for involvement. these activities are generally delivered through TRUsT (Tenants R Us Training). This is a group of 4 RSLs and LAs that pools resources to provide high quality and cost effective training to its residents. It also provides excellent networking and benchmarking opportunities. Training may be carried out by staff internally as well as external facilitators/trainers. The training courses have included the following:

- Mystery Shopping
- Roles in groups e.g. chairperson, secretary, treasurer
- Holding effective meetings, workshops and events
- Information Technology (IT) skills

- Communication skills
- Finding funds
- Resolving conflict
- Making presentations
- Newsletters and publicity
- Equality and Diversity
- Respect

Residents also have the opportunity to attend resident conferences. This opportunity allows residents to network with others from across the country, as well as keeping up to date with best practice happening in the sector.

Feedback and experiences gained are fed back into our involvement activities.

Support

Support is given to residents in various ways, these include:

- Travel, childcare and care expenses are paid for
- Accessible venues
- The Resident Involvement team providing one to one support as well as advice and guidance to residents associations and community groups
- A residents' resource room - this includes internet and e-mail facilities, printing and photocopying and telephone access
- Attending resident associations meetings/AGM's
- Providing access to and sending out Best Practice and housing information
- An induction and training programme for Resident Board Members
- Information and advice including a 'Getting Started' pack to help groups set up and finding training and funding for community activities
- Help in producing newsletters and promotional literature
- Liaise with external agencies to help support community events
- Provide literature in various formats
- Sending out invitations at least two weeks and directions and information packs at least one week before the event
- Updating Twynham News (three editions per year plus Annual Report) so that all residents are informed about involvement activities, how these have made a difference and how they can get involved

We provide financial help so that residents can get together. This includes:

- Paying for venues for meetings
- Start up grant – a one-off payment to help set up a group = £250

- Annual grant – to help towards group running costs = £150 a year.

Resources

In order for the strategy to be a success, it is imperative that everyone in Twynham is committed and embraces resident involvement. As previously indicated we are committed to “the golden thread” throughout the organisation which is evidenced by resident involvement being embedded in service improvement plans of all service areas. However, Twynham recognises that a focal point is necessary therefore a specialist team is dedicated to resident involvement activities and part of their role is to support staff in various ways, including:

- Organising and facilitating involvement activities e.g. workshops, focus groups etc.
- Providing feedback to staff from activities to help improve services
- Provide practical help to support residents to engage in activities e.g. administrating expenses claims, organising travel arrangements
- Have a knowledge of Best Practice and government policy within the sector
- Working in partnership with other agencies e.g. police, wardens, other housing associations etc to facilitate resident involvement activities across our area of operation
- Promoting a calendar of involvement activities so that residents and staff have timely knowledge about events
- Co-ordinating the annual resident training programme

We have an annual resident involvement budget. This provides funding for training, grants that support involvement and community activities, resident expenses, donations and venue hire.

5. Monitoring and reviewing success

Why is it important to monitor and review success?

It is essential for Twynham to continually grow and strive to be one of the best in the sector. To achieve this we need to demonstrate that we have listened to residents, staff as well as other partners in improving our services. This shows that we are not only accountable to our service providers but can also illustrate that the activities undertaken have resulted in progression and can demonstrate value for money.

How will we monitor and review success?

We will closely monitor the successful delivery of this strategy by having setting ourselves a robust service improvement plan with set standards and targets and ongoing developing performance indicators. These will be measured on a 3 monthly bases. We will review our approach as part of each activity and overall as part of an annual impact assessment.

Service Improvement Plan

Our Service Improvement Plans set out key actions and routine activities that we need to deliver in order to achieve successful outcomes during 2007/08 and 2008/09. We will review progress against these on a monthly basis. We will undertake a full review of the Plans at the end of each year as part of an interim review of our Strategy.

Resident Involvement Service Standards

We are committed to providing an excellent Resident Involvement service. As an organisation we work to customer service commitments and standards. These include:

- Being accessible
- Being responsive and reliable
- Being knowledgeable
- Being responsible
- Being fair
- Being polite, sensitive and respectful
- We will answer the phone within six rings
- We will get back to you within 24 hours if you leave a message
- We will respond immediately to questions and requests made in person, by e-mail or by phone. We will reply to written questions or requests within 10 working days

- If you ask for an appointment we will offer you a date within 10 working days.

The Resident Involvement Team fully embraces this approach. In addition, we will continue to develop the following specific service standards:

- We will provide a clear point of contact for all involved residents
- We will agree the purpose, actions, costs, roles and responsibilities, timescales and expected outcomes for all involvement activities before we start
- We will review these after the activity has been completed
- We will send out invitations at least two weeks and directions and information packs at least one week before the event
- We will send out feedback including information about 'what next?' no later than two weeks after an event
- We will produce a staff 'Resident Involvement Update' every six months. This will show all activity, costs, timescales and outcomes. We will promote this to staff through the Intranet and face to face at team meetings. We will provide a summary in Sovereign News
- We will update Twynham News (three editions plus Annual report) so that all residents are informed about involvement activities, how these have made a difference and how they can get involved
- We will review budget spending to ensure that it adds value
- We will review all training activity to ensure that it adds value.

We will review our performance against these service standards every three months.

Targets

Our resident involvement targets are included in our Service Improvement Plan and our quarterly performance indicators. As members of "Housemark" we use their benchmarking groups and they are currently working on a project for a specific suite of resident involvement performance indicators. It is anticipated that by summer 2008 a toolkit will be available for all members of Housemark to benchmark this area.

Reviewing involvement activity and outcomes

We are currently developing structures that will allow us to set out the aims, roles, costs, timescales and expected outcomes for each activity. These will outlined before we start and a review will be carried out at the end. We will include a summary of each activity as part of the 'Resident Involvement Update'. This will record activity under these headings:

- Aim
- Staff involved

- Timescales
- Involvement methods e.g. survey or focus group
- Number of residents involved
- How did we provide feedback
- Resources including venue and travel costs and staff time
- Outcomes including improvements and money saved
- Actions
- Barriers
- Unintended outcomes.

The above indicators will allow us to demonstrate value and cost effectiveness as well indicating to us how well we are achieving our outcomes.

We will also learn from our reviews about the best way to involve residents so that we can change or adopt a similar approach next time.

Annual impact assessment

Each year we will review all our involvement activity and carry out an impact assessment. The purpose of the assessment is one way of illustrating how residents over the past year have had an impact on the services we provide and demonstrate this through providing tangible examples. We are also able to show how residents have added value and helped us to improve services and influence outcomes through this assessment.

6. What do we want to achieve?

Compliance with government policy

The Housing Corporation's 'People First- Delivering Change Through Involvement' as well as the other reviews which have taken place e.g. Hills, Cave and Quirk review, clearly set out expectations for housing associations' about involving residents ensuring there is a 'golden thread of tenant involvement' in every process. As part of this strategy we will continuously review our approach to ensure that we meet with the compliance and regulatory requirements.

Equal opportunity to get involved

We want to give all residents an opportunity to get involved at an early stage in the decision making process no matter what their ability, age or background. We provide one to one support to residents to ensure they feel as comfortable as possible when they are working with us. We provide literature and other information in various forms to meet individual need. We need to get this right to ensure that the decisions we make are based on representative views and reflect residents' expectations.

A *proactive* approach to involving residents

Our approach to involving residents is informed by feedback, research, Best Practice, government policy and other landlords' experiences. We aim to be a leader in resident involvement. We will continuously review each of these areas to ensure that we provide an excellent service that is focused on making a difference and adding value.

Homes and communities that residents want and that last

By engaging with residents and involving local communities we aim to create homes where people want to live and stay. By working in partnership with these various agencies we can create an infrastructure which not only supports local communities but provides them with incentives to ensure the community works more closely together and develops a culture of continual growth.

We want to make sure that through continual dialogue we address our residents' needs and make sure we are responsive to their ongoing changing needs.

Meeting targets including resident satisfaction with opportunities to get involved

We will monitor performance against targets and report our achievements to staff and residents every six months. Resident satisfaction with opportunities

to participate in management and decision-making is a key performance indicator.

Focus on actions and how involvement activities have made a difference

We need to be clear that the activities which residents are engaged in, adds value to the services which Twynham provides. To achieve this we will be clear about our outcomes and plan in advance what we hope to gain from the activity and how the actions will be implemented. We will always review activity and outcomes. The team will support and guide projects so that we achieve outcomes.

High quality service from the Resident Involvement Team

Support from the Resident Involvement Team will always be of a high quality. We aim to provide a service which is pro-active as well as supportive to encourage and stimulate participation at all levels. We will also provide value for money in our activities and regularly review the methods we use to ensure they are keeping pace with changing demands. We will always look at feedback given by staff, residents as well as external partners to make sure we are continuously learning and improving.

Accountability

We believe we have a robust accountability structure in place. We are open to ideas from residents, staff as well as other service users. These ideas help to influence and mould our decisions about service design, delivery and review.

Our formal complaints policy and procedure sets service standards about the way complaints are managed. We use feedback from complaints to review services and to make changes so that we can learn and improve.

We provide clear information to residents about Twynham's activities through communication campaigns.

The bigger picture

To develop and sustain an on going dialogue of accountability with residents, it is paramount that the new Resident Involvement Strategy compliments our other major strategies which provide direction for the Association. By residents having an opportunity to be involved in the development of these strategies more ownership can be transferred to them, thus illustrating transparency.