

Hounslow Homes Consultation Programme 2007-2008

This document supplements Hounslow Homes' established Consultation Strategy and is the programme of consultation activity for 2007-2008. This detailed programme of consultation was originally determined in 2004 and is updated annually so that the document continues to be 'live'. Hounslow Homes have agreed with HFTRA that it is useful to repeat the rationale agreed in 2004 as a reminder of the basis and purpose of the document. At that time we agreed that:

“The views of residents as gathered by consultation is vital to Hounslow Homes both in terms of strategic development as we seek information on proposed service developments and as part of our performance management framework. Consultation is usually commissioned for one of the following reasons:

- There may be proposals to change or reconfigure services
- To seek the views of customers and comply with the Best Value principles of continuously improving services
- To be efficient and productive and make informed accountable operational decisions
- To ensure Hounslow Homes delivers a fair and equitable service that meets the needs of our diverse communities.

There are 4 key elements to our Consultation Strategy:

1. Resident Consultation Structure

This is the formal structure that the former Council Housing Department and subsequently Hounslow Homes have developed with our customers over a number of years.

This structure is set out in more detail in our Resident Involvement Strategy and in the Tenants Compact that Hounslow Homes and Hounslow Council have agreed with residents.

This formal structure ensures for example that there are channels by which Board can receive advice from customers into the decision making process (e.g. Hounslow Homes Consultative Committee), that there are recognised mechanisms by which residents can elect representatives to advocate on their behalf (e.g. Hounslow

Federation of Tenants and Residents Associations) and that there are local opportunities for resident associations to comment on the impact of policy decisions and the quality of the services being provided (e.g. Area Housing Management Forums).

2. Decision Making Structure

Once strategic decisions have been agreed (e.g. after the formal resident consultation described above) these clearly need to be enacted operationally. In many instances it is important that resident representatives continue to participate in the process and this is a key area of promise in the Tenant Compact. Residents are involved as full partners in key work areas and in all new projects and reviews, practical examples of how this works include the formulation and delivery of the Capital Programme, selection and management of contractors, and input into the editorial Board of Hounslow Homes News our key resident communication facility. More detailed operational strategies describe precisely the terms of reference for any such group.

3. Information

The group of residents and staff who worked on the Tenant Compact identified “information” as the basis of the continuum of involvement and as the level at which most residents choose to participate. “Information” includes Hounslow Homes News and all the advice, publicity and instructional leaflets residents receive as well as tenant training. We know from the research we have carried out that the vast majority of residents are happy with the scope and quality of the information they are sent.

Information underpins the progressively more sophisticated levels of involvement which could be described as “consultation” – then “partnership”. It is the goal of the Tenant Compact to help residents reach towards partnership working while maintaining high levels of information and consultation-type activities.

4. Intelligence

Appropriate decision making which falls into the purview of either strategy and policy or operational implementation depends on the quality of the information which is available to the group tasked with making decisions. It is the

gathering of the consultation focused element of this data, whereby individuals who don't want to be involved in the formal structures can have their voices heard, which is the final aspect of the Consultation Strategy.

There are four principal ways by which we consult customers:

- The Annual Satisfaction Survey
- Regular or one-off questionnaire based consultation
- Regular or one-off Focus Group activity
- Via our Residents' Panel"

We review and evaluate the consultation work we have carried out each year, summarising the findings and effects, proposing improvements and updating our Consultation Compendium. All Board Members and Senior Managers will be issued with a copy of the Compendium as will other stakeholders. As the Compendium is updated we will look to review and update our consultation programme. Whilst we do plan consultation our activity remains flexible as particular operational activities do from time to time require consultation to be designed and carried out at short notice. To ensure the findings and recommendations arising from consultation are acted on operationally all information is subject to scrutiny via normal performance management arrangements.

Additions to this year's programme, having consulted with HFTRA, include the development of a corporate performance information document and 'depooling' service charges for tenants. Tenants will also be consulted on their perceptions of their opportunities to become involved, in support of the TPAS submission, as will staff. A staff satisfaction survey is also being commissioned to determine staff satisfaction across the organisation.

As Hounslow Homes looks to improve and update it's website, residents will be consulted on its format and content.

Items have also been removed where consultation has been completed. This is in 'one-off' areas and includes consultation around the introduction of the Customer Service Centre which is now up and running. The Sheltered Housing Strategy Group formed to make strategic investment decisions on Moss Gardens and Passingham House sheltered housing units has now disbanded as the immediate objectives have been met.

Description	One Off	Continuous	Regular	Purpose of consultation	Method	Service Manager	Comments
Consultation on depooling service charges for tenants	√			To decide an appropriate methodology for depooling	HFTRA working group	Catherine Park	
Resettlement Survey			√	To find out about customer satisfaction with their new home	Questionnaire	Vincent Kamara	Survey results for Oct 05 – Sept 06 – 90% tenants are satisfied with the lettings process, 97% satisfied with their home.
Consultation with tenants to test their perception of HH in relation to opportunities for resident involvement.	√			For TPAS accreditation	Tenant Focus Group	Dave Plummer / Shabera Rashid	Timing dependant upon the outcome of evidence checks. This may relate to Property Services only or include Housing Management as well. Decision awaited from Shabera Rashid.
Staff consultation to ascertain how far resident involvement is embedded in HH	√			For TPAS accreditation	Focus Group for relevant staff	Dave Plummer / Shabera Rashid	Timing dependant upon the outcome of evidence checks. This may include Housing Management as well. Decision awaited from Shabera Rashid.

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Resident Participation Officer Surveys		√		Surveys conducted at Fun Days to find out customer perceptions.	Questionnaire/ Interviews	Shabera Rashid	Surveys carried out at fun days during Summer 2006. Residents views sought on services.
Youth Surveys	√			Find out young people's views on "having a voice" on the estate and what is important to them	Questionnaire/ focus groups	Shabera Rashid	Consultation with Young people continues in each of the three areas in partnership with Youth Services and Groundwork UK on satisfaction with the environment and areas of concern.
Consultation/ feedback from tenants groups – on support/ assistance.			Annual	To provide continual improvement in relation to support/ assistance provided and establish ethnicity of rep's.		Shabera Rashid	Feedback obtained as part of the annual review of the Residents Groups. Reviews indicate a high level of satisfaction with TPO but reveal an increasing demand for training and need for funding for activities for young people.

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Survey of residents of Sheltered Housing on quality of service			Annual	Survey regarding the quality of service and future needs & aspirations (to complement Kwest)	Questionnaire to be issued and analysed on a scheme by scheme basis	Shabera Rashid	Surveys have been recently completed on four schemes. Analysis and results are awaited from the BV Team.
Focus groups on design issues for Sheltered Housing			Following re-modelling work	To coincide with the programming of works	Mystery shopping now includes sheltered.	Shabera Rashid/ Vincent Kamara	Discussed at Forum. Programme of works for communal areas incorporates feedback from residents.
Consultation to identify why Linkline Service does not attract users from BME community			√	To ensure the Linkline Service meets the needs of a diverse community		Shabera Rashid	Staff in contact with Somali community to promote service. Presentations made regularly at Social Services 'Finding a Voice' event for BME community. Information stand at the last 'Finding a Voice' event Nov 2006. Service promoted by Somali Workers.

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Linkline Satisfaction Survey			Annual	Find out about customer satisfaction and improve service	Questionnaire	Shabera Rashid	Survey February 2005 – 86% very satisfied with the service. A further survey is programmed for April/May 2007.
Sheltered Housing Open Days			√	Open days to promote sheltered housing to older people	Open Days	Shabera Rashid	Information stand at HFTRA conference – May 2006, 'Finding a Voice' event Nov 2006 and Carers Rights Day
No of accompanied viewings of sheltered housing accepted on first offer			√	To find out how many sheltered properties are accepted on first offer and reason for acceptance and refusal	Survey form completed by Sheltered Scheme Managers	Shabera Rashid	Provides information for the Management Information Report. Information collected also informs the marketing strategy. Process of collating this information is currently being reviewed.
Controlled Parking Pilot Schemes			As more estates request the scheme	To gather residents views on the introduction of a controlled parking.	Questionnaire resident meetings and formation of a HFTRA working group	Jo Harrison	Successful pilot scheme introduced at Highfields. Consultation ongoing – new schemes will only be introduced if there is resident demand.

Description	One off	Continuous	Regular	Purpose of consultation	Method	Service Manager	Comments
Leaseholder Forum meetings		√	Every 2 months. Annual open meeting for all LH's.	Allows L/holders to contribute to service delivery plan process & comment on the quality of service provision.	Meeting based	Geraldine Goodwin	Chaired by Leaseholder member of the Forum. Meetings continue to be held every two months.
Survey of new Leaseholders following first sale or assignment		√		To allow Leaseholders to contribute to service delivery planning process and to comment on the quality of service provision	Questionnaire	Geraldine Goodwin	Initial report - Leaseholders Forum – Mar 05. Survey is included with information sent to new leaseholders. Estate Managers' ability to carry out resettlement visits to new lessees will be reviewed in light of restructure.

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Leaseholder Satisfaction Survey 2006			√	Evaluate perceptions on elements of service provision	Questionnaire	Geraldine Goodwin	Dec 2006 - Survey carried out with a small number of leaseholders also on the Residents Panel. Low return rate means results have limited value.
Leaseholder Major Works Survey		√		To determine Leaseholder satisfaction with major works		Geraldine Goodwin	Questionnaires have been updated and finalised for imminent use – March 2007.
Leaseholder Newsletter			√	Publication	Publication	Jo Harrison	Issue 1 – August 2006 Issue 2 – Oct 2006 Issue 3 - end Mar 07.
Hounslow Homes News			√	Key publication	Publication	Eddie Kelly	Published bi-monthly. Ongoing consultation through monthly editorial board.
Website consultation		√		To gain residents views on format and content of HH's new website	Face to face meetings and emails as website project progresses	Eddie Kelly	Important to get residents views on ease of use and structure of site - testing if possible.

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Internet Survey	√			Assess internet access/use	Questionnaire	David Allum	Due to take place June/July 2007
Resident Panel Surveys		√		To seek views on varying issues from recruited Panel of tenants and leaseholders.	Questionnaire/ Focus Groups	Jane Woolley	Dec/Jan 2007: Face to face interviews/ questionnaires conducted with a small number of leaseholders. Low response rate renders results of limited value.
Customer Complaints Survey		√		To learn and improve the service	Questionnaire	Jane Woolley	Annual Survey. Completed for 2005/2006
Repairs Satisfaction Survey		√		To find out more about customer satisfaction and improve the service	Questionnaire sent with all job receipts. Telephone where survey not returned.	Lynne Bann	Report on a 6 monthly basis. The Equalities Team is investigating higher dissatisfaction amongst BME groups.
Customer Service Centre Survey		√		To gauge satisfaction levels with and improve the CSC.	Telephone questionnaire	Lynne Bann	It is proposed to carry out a quarterly telephone survey – 1 st survey to be carried out in June 2007 – using the CRM campaign system.

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Areas of dissatisfaction identified from the Kwest Survey.			√	To improve areas of service identified.		Jane Woolley	Any issues identified are investigated and where necessary the Equalities Team liaise with relevant groups.
Tenant Repairs Liaison Group			Quarterly	Discuss the strategy and operation of the service.	Meeting	Tim Keogh	On-going project
Consultation for major works kitchen and bathroom fixtures		√		To ensure programmed works meet customers expectations	Face to face/ Questionnaire	Tim Keogh	Consultation process managed by HH Partnering Contractors and Tenant Liaison Officers. Survey data for Jan – June 2006 analysed and reported on Nov 2006. B/V team to analyse July – Dec 06 period.
Adaptations (Major and Minor)			Annually	To evaluate customer satisfaction and look for opportunities to improve the service	Questionnaire	Tim Keogh	Survey analysis completed Nov 2006. Six recommendations made. Overall satisfaction increased from 81% to 92%.

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Major Works Survey			Quarterly	Performance measurement tool.	Questionnaire	Tim Keogh	Consultation continues on a 6 monthly basis. Survey data Jan-July 06 analysed & reported on – Nov 06.
Consultation on <ul style="list-style-type: none"> • Standard of work-painting programme • Materials currently used • Future colour/ wallpaper scheme 		√		To ensure programmed works meet customers expectations	Face to face/ Questionnaire	Ian Wallis	Audit check sheet completed by supervisors and leading hands. Results are fed into the monthly performance figures.
The views of customers on the painting service		√		To assess customer perceptions of the service delivered	Questionnaire	Ian Wallis	BV Team have devised a new method of analysing returns via SNAP. The new 'rectifications analysis' is currently on trial.

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Establishment of a "Disability Consultative Forum" within HH	√		Quarterly	To ascertain the views of HH disabled tenants & leaseholders	Meeting	Khalid Khan	Meetings of Disability Forum continue to be held bi-monthly.
Disability Strategic Group			Quarterly	Ascertain views of Disability Network Hounslow and Board on our strategically planned disabilities work and general housing services	Meetings	Khalid Khan	DSG met last in March 2007. Currently consulting on draft Disability Equality Scheme Action Plan 2006/9
Somali Focus Group		√		Working with Somali Residents to enhance service delivery and identify adverse impact.	Regular presentation to the focus group.	Khalid Khan	Equalities Action Plan for 2006/7 agreed. Implementation ongoing.

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Revision of Age discrimination in view of Race Equality and Equal Opportunities Policy statement	√			To increase awareness of ageism based issues Review our promotion of good practice guidance on age diversity in employment by 2006.	Report & Age Statement to be incorporated with Race Equality Statement.	Khalid Khan	Publicity Poster, report and age statement / policy consulted upon. Anti-Age Discrimination Report 2006/09 submitted to SMT – Nov 2006. Unable to achieve Age discrimination target, to re-submit shortly.
To improve access for Lesbian Gay Bisexual and Transgender community to HH Services.		√		To work with customer/ stakeholders to improve support for LGBT community. To work with LGBT Working Group to improve access to HH Services.	Publicity (posters & leaflets) to include Lesbian Gay Bi-sexual Transgender community prospective in Equality Policies.	Khalid Khan	Inter-departmental Group formed. Second meeting in April 2005. LGBT Awareness Training 2005/6. Regular 6 weekly meeting with LGBT Working Group.

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Gender Equality Scheme		✓		To encourage fair gender employment practices including equal pay audits and providing a fair and equitable service to all section of the community.	Publicity (posters). Survey analysis for Property Services setting up Gender Working Group for Staff in 2006.	Khalid Khan	Setting up female apprenticeships in partnership with local school and colleges Setting up buddying programmes – clerical staff buddy up with technical member of staff for a day (or regularly over a year). Scheme going out for consultation in Jan 07.
Locata Action Plan		✓	Annually	To improve provision of information & accessibility to tenants and leaseholders.	Publicity flyer. Open days with LBH and visiting community groups.	Khalid Khan	Multi – agency working with LBH Re-housing Team. Locata training for frontline staff.
Domestic Violence Network			Quarterly	To promote consistency and increase effectiveness and set minimum standards.	Meeting.	Rupinder Panaich/ Teresa Brown	ASB Managers represents HH at LBH Community Safety Partnership. Last meeting 17 th Jan 2007. Progress ongoing.

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Domestic Violence Policy and Procedures	√			To seek views of users on the updated Policy and Procedure.		Rupinder Panaich/ Teresa Brown	Review of policy and procedure commenced. Document awaiting final consultation with residents before being signed off and distributed.
Neighbourhood Wardens Survey			√	Find out about customer satisfaction and demonstrate value for money for RSL partners	Questionnaire	Teresa Brown/ Rupinder Panaich	Survey in June 2006 to determine satisfaction levels since the restructure of the service. On-going project followed up with a focus group in Nov 2006.
Concierge Survey			√	To find out about customer satisfaction and views on the services' value for money	Questionnaire	Teresa Brown/ Rupinder Panaich	Second survey issued March 2007 (following that from June 2006).

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Anti Social Behaviour service satisfaction survey			Quarterly	To assess service users experience of the service	Questionnaire and on-going focus groups	Rupinder Panaich/ Teresa Brown	Sample survey carried out on a quarterly basis. Focus groups have been re-scheduled for the 4 th quarter.
Witness Mobility Scheme		√		To ascertain views to streamline approach to relocating intimidated witnesses.	Presentation to Multi Agency Forum	Rupinder Panaich/ Teresa Brown	Working arrangements agreed. Referrals are passed to Re-housing Team.
Staff Satisfaction Survey	√			To determine staff satisfaction across the organisation	Questionnaire	Graham Spiller	Independent survey agent to be appointed by April 2007. Currently in progress.
Meetings are held such as HHSCC, JCT and Trade Union meetings, part of Hounslow Homes Consultative Machinery		√				Graham Spiller	Outcomes of these meetings will not form part of this document.

