



# Resident Involvement Statement 2009/10

**Ribble Valley Homes is firmly committed to involving a large number and wide range of residents in the development of services.**



**Residents have been involved in a variety of activities across the different services RVH provides for example;**

- Choosing of fixtures and fittings for bathroom and kitchen refurbishment programmes.
- Agreeing a specification in relation to the environmental works programme.
- Residents have also identified schemes to be funded via the Tenant Choices Improvement Budget.
- Residents have attended focus groups on specific issues for example
  - upgrading of call monitoring equipment to accommodation for the over 55's,
  - changes to service delivery at Sheltered Schemes
  - consultation on the remodelling of our Sheltered Accommodation.

However RVH accepts there is room for significant improvement in this area of our work and in order to introduce improvements and establish an action plan a meeting was undertaken in November 08 to which all Residents were invited. A Menu of Involvement Opportunities and Subject areas that reflected Resident Priorities for the next 12 months was established.

In determining these priorities it was important that officers and residents were challenging but realistic about what could be achieved. Residents and Officers were also keen to offer different ways for people to become involved that would appeal to the widest audience.

## Priority Areas for Involvement 2009/10

**The priority areas for residents to get involved in were identified at the launch as:-**

- Repairs and Maintenance
- Disability
- Sheltered
- Anti Social Behaviour
- Young People

**In order to involve residents in these areas the following methods of Involvement were agreed as priorities during the next 15 months.**

- Using structured focus groups
- Establish a Residents Reading Panel
- Exploring the use of Teledemocracy
- Raising Profile and Increasing membership of the Partnership Panel
- Social Events aimed at hard to reach groups.