

# How we're doing

## Resident Involvement Statement 2010/11

Making sure that you know how GreenSquare is performing on resident involvement is very important. Westlea reports on four key projects we focused on during the year ending March 2010 and looks at how we are taking those projects forward.

### Scrutiny Panel

The GreenSquare Residents Scrutiny Panel (RSP) was established in February 2009 to give residents a real say in how the Group is run. It can choose to look into any area of the Group's business and has so far focused on electrical heating and affordable warmth, resident business planning, antisocial behaviour and aids and adaptations that help people stay independent at home.

Ten OCHA and Westlea residents are involved in the RSP and it has been so successful that it was recently shortlisted for an important national tenant involvement award.

A number of its recommendations have been accepted by the GreenSquare Board and it has prompted greater resident involvement in areas such as how Westlea spends its budgets. It is now a formal part of how GreenSquare is run.

An independent report by the Chartered Institute of Housing said that the RSP had already made a real impact on how involved residents are with the running of the Group.

### Resident Inspectors

We have now ten trained Resident Inspectors at Westlea and seven at OCHA. Their role is to inspect selected services across the group, a bit like school inspectors. Between them they have so far looked in detail at the estate walkabouts that our housing officers carry out with residents on a regular basis, how we handle empty properties and our ready to let standards.

We are keen to ensure that both teams approach inspections in a similar way and are looking at the best way for them to share their thoughts and experiences and how staff should be involved in this process.

### Mystery shoppers

Mystery shopping is a good way to test how well our staff respond to problems and queries raised by residents. The feedback we get is then used to improve our services.

As well as asking mystery shoppers to test out a number of problems that we suggested, we also asked residents to



report back on genuine calls they had made to our staff under our new 'Making Your Experience Count' scheme.

We are now looking at how that new scheme is working and at the best way for mystery shoppers to test out other staff, not just our customer service officers, who handle most of the calls from residents. These include housing officers and members of the Leasehold Services Team.

### Joint resident training

Westlea and OCHA residents have been discussing a plan to improve the training opportunities open to residents. This will be very useful when they get involved in projects at Westlea or OCHA and could also improve their employment prospects.

We are now looking at when we will introduce further training and how we will make sure that residents are aware of the benefits it will offer. Watch this space!

**To request a copy of the report or for further information please contact the Neighbourhood Involvement Team. Phone 01249 466163. You can also view the report on our website at [www.westlea.co.uk](http://www.westlea.co.uk).**



**Pictured top right: Resident Inspectors training day in Oxford.**

**Pictured bottom left: Resident Scrutiny Panel 2010.**

