

Connect

Octavia Resident Involvement Strategy



1 Strategy Statement

For over 150 years Octavia have provided affordable homes, care, support, and community initiatives for residents and local people in London to help fulfil their aspirations for better futures. This remains our purpose. Working in partnership with residents at all levels of the organisation is essential to help us achieve our overall objectives.

We will always seek residents' views when making important decisions about the organisation's work and Octavia's future direction, and will respect and value those views. A cultural openness across the organisation to a strong resident voice is central in ensuring Octavia keeps to its purpose over the next 150 years.

This strategy sets out how we make this happen in our decision making and service delivery by welcoming resident feedback and involving residents to check on service quality to improve services. We are committed to building on a strong tradition of valuing the resident voice and working with residents to make sure we deliver excellent services.

2 Definition

For the purpose of this strategy, we define Resident Involvement as:

'Residents working in partnership with Octavia to ensure we keep to our purpose, giving feedback to improve service delivery and help ensure we deliver excellent services.'

3 Main Principles

The guiding principles for this strategy are:

- A strong resident voice supports Octavia to keep to its purpose.
- An 'open door' approach – we welcome all residents to get involved.
- A menu of options – there are numerous and flexible ways to get involved.
- We will learn from feedback - we will listen, respond, and feedback on the actions taken.

We have achieved a great deal working with residents over recent years. Successes include:

- The Services Scrutiny Panel have conducted a number of in-depth checks on services, including how we respond to ASB, repairs appointments, and local communication. These checks produced improvement plans that services have embraced and acted on.
- The Tenant Steering Group gave valuable feedback on a range of policies and services, and influenced policy decisions including on security of tenure and succession rights.
- Your space (an annual resident social event), now called Octavia in Your Neighbourhood, attracts 200+ residents. The event builds strong local links and promotes our services.
- Our programme of local events have grown each year, schemes are selected based on staff and resident feedback with the format of events tailored to suit local need.
- Viewpoint, our 600 strong customer pool, is a rich source for regular feedback work.
- Recently we held successful pilots with a digital policy panel providing feedback online.
- Residents who attended one-off focus groups impacted on service improvement in a number of areas, including making our complaints process shorter and more resolution focused, and in shaping Service Vision 2021 (our customer access strategy).

We want to build on these successes in this strategy and set out a forward looking approach:

- We will continue to build on our 'open door' approach to resident involvement with a range of flexible involvement options so that any resident can get involved.
- Evolve the SSP and TSG into one group to create Your Voice, a cross tenure resident majority group with a clear role and influence on service quality, working in partnership with and making service improvement recommendations to Group Services Committee.
- Increasingly many of our residents prefer flexible online contact methods, this is also the case with involvement activities. We will build on digital involvement options available.
- In person involvement options will remain important, in particular to capture more detailed feedback in Task and Finish Groups and Service Journey Mapping focus groups.
- We will connect with the Better Lives strategy to consider the wider impact of Resident Involvement including Walkabout Wednesday and Octavia in Your Neighbourhood.
- We will refresh the performance information we publish and let residents know how well we are doing in the service areas that matter to them.



Connect - Resident Involvement Strategy

- A strong resident voice ensures we keep to our purpose
- Everyone is welcome: we have a wide and flexible menu of involvement options
- Your Voice (our main resident group) ensures we listen to, and respond to, resident views
- We shape local services with residents & receive wide-ranging feedback
- We receive feedback from a diverse range of resident groups & act on the insights gained to improve the service
- Resident Involvement is embedded in all our work



Key Steps

- A cultural openness to resident involvement at all levels of Octavia
- Anyone can be involved through one or more of our involvement options
- Your Voice has a resident majority membership, and makes recommendations to Group Services Committee
- We hold a programme of local events focused on residents' priorities
- We have flexible feedback channels, and involve residents in reviewing feedback and action planning
- We build a culture where all staff are advocates of resident involvement

<i>Strategic</i>	<i>Local</i>	<i>Feedback</i>
<p>Board Membership</p> <p><i>Residents can apply. We currently have 2 members who are also Octavia residents.</i></p>	<p>Local meetings and events</p>	<p>Resident surveys</p> <p><i>including STAR survey, repairs survey, Development design survey</i></p>
<p>Your Voice -</p> <p>Resident Services Forum</p> <p><i>Works in collaboration with, and makes recommendations to Group Services Committee.</i></p>	<p>Resident Associations</p>	<p>Service Journey Maps</p>
<p>Click -</p> <p>Digital Policy Panel</p>	<p>Walkabout Wednesday</p>	<p>Viewpoint</p> <p><i>Customer Pool</i></p>
<p>Task and Finish Groups</p>	<p>Octavia in Your Neighbourhood</p>	<p>Resident Researchers</p>

Strategic

Board Membership

(Residents can apply)

Where do we want to get to ...

We want to have the right people on our Board with the right skills and knowledge and who share Octavia's values. We currently have two Board members who are Octavia residents. In addition to their respected skills and knowledge, they bring a unique service-user perspective to strategic discussions and decision-making.

How will we get there ...

We will provide support and training to involved residents to help build capacity and skills.

Your Voice (Residents Forum)

Where do we want to get to ...

Your Voice is a cross-tenure resident majority group supported by 3 to 5 Board, Committee and independent members. Your Voice considers resident feedback, policy reviews, carries out checks on service quality, and makes improvement recommendations to our Group Services Committee.

How will we get there ...

A clear Terms of Reference, and clear role for members. Receives feedback and performance information, and can access resources for service checks.

Click (our Digital Policy Panel)

Where do we want to get to ...

Click is a flexible way to give us feedback on draft policies using survey and visual digital tools. Residents can get involved from home at a time that suits them.

We have a diverse membership, including tenants and home owners.

How will we get there ...

Following successful pilots, we will launch and promote this involvement option emphasising its 24/7 flexibility, and highlight examples of influence on policy.

Task & Finish Groups

Where do we want to get to ...

We have a programme of Task & Finish Groups scheduled to reflect key projects in our work plan.

Groups coming up will include a Resident Support/Test Group on the self-service portal, a group feeding back on the sales process, and a group providing views on phase 2 of the repairs tender.

How will we get there ...

We recruit residents who have recently experienced relevant services. Promotion will highlight that this option is time limited and relevant to attract all groups.

Local

Local meetings / events

Where do we want to get to ...

We have a planned programme of local meetings and events. We always let residents know what actions have been taken as a result of their feedback.

We tailor each event to local need, from meetings, social get-togethers, service surgeries, or door-knocking.

How will we get there ...

We consider resident feedback and consult with staff to draw up a programme every 6 months. We make sure all tenures are included. Patch meetings helps to ensure we complete the feedback loop.

Resident Associations

Where do we want to get to ...

We offer support and a grant where local residents want to set up a formal Resident Association and have sufficient resident support. We will continue with assistance and practical help to established Resident Associations.

How will we get there ...

We will ensure residents are aware of their right to set up formal Resident Associations, and the assistance we can provide.

We will promote the work and achievements of existing groups.

Walkabout Wednesday

Where do we want to get to ...

Every 6 months Octavia staff, Board members and some involved residents knock on doors at selected schemes to gain in-person qualitative feedback on an area of our service reflecting our work priorities. This activity gets back office staff out on our schemes and to meet our residents.

How will we get there ...

The Leadership Group leads from the front and volunteers to take part. We have 50+ volunteers involved and reach 150+ households at each event.

Octavia in your Neighbourhood

Where do we want to get to ...

Our flagship event, open to all Octavia residents, is fun, engaging, and builds community spirit. We capitalise on the event to promote One Octavia, raising awareness of our extensive and connected services. We carry out a feedback exercise on a key aspect of the service, and theme each event to reflect our work priority at the time.

How will we get there ...

We highlight the Better Lives principle that underpins our work. We promote the event through multi-channels, and publicise successes to all stakeholders.

Feedback

Resident surveys

Where do we want to get to ...

We conduct a range of surveys covering all our main services, and learn from the feedback.

We conduct the STAR survey every 3 years with an external agency, and aim to be in the top quartile on resident satisfaction with overall service & on all key indicators.

How will we get there ...

We achieve 526+ responses on the STAR survey with comparative findings via House Mark. We use multi-channels to survey and reach all groups.

We provide Directors and Your Voice with survey findings and learning.

Service journey maps

Where do we want to get to ...

Each year we will identify service areas for journey mapping with residents who experience the service.

We will highlight high and low touchpoints in the journey, and use the information as a means to re-design processes that benefit both residents and Octavia.

How will we get there ...

Service areas chosen for this involvement option are reflected in work plan priorities, including where satisfaction levels are low, processes may be complex, or relating to trends for complaints and EODs.

Viewpoint

Where do we want to get to ...

Viewpoint is our customer pool of residents who want to give us feedback on identified areas that matter to them. The pool is cross tenure and the vast majority are online.

We will grow Viewpoint further and ensure it represents all groups including by tenure, ethnicity, disability and age.

How will we get there ...

We will use local events, Walkabout Wednesdays and the Update resident newsletter to further promote Viewpoint and reach 650+ members.

We will be mindful not to over survey. We will add a visual digital tool to our methods.

Resident researchers

Where do we want to get to ...

We have a programme of service quality checks conducted by a dedicated and trained group of Resident Researchers. These projects are designed and conducted in partnership with Service Managers to ensure their buy-in throughout. Findings are evidence based with practical and actionable recommendations.

How will we get there ...

We provide a programme of skills training for Resident Researchers. The training is focused on practical skills, using checklists, and provided flexibly including digital channels.

8 A joined up approach

Octavia's work in a number of areas relate closely to this strategy:

- Our work on 'customer insight' (the learning we gain to make service improvements from research, complaints and EODs, contact and service demand data, and resident feedback) has many overlaps with Resident Involvement. The combined learning can be found in quarterly Customer Insight reports to Directors and Your Voice.
- Our Service Vision 2021 sets out how residents can contact us in flexible ways 24/7 as we increase choice with enhancements to our self-service online. There will be a digital component to most involvement options above so that groups who are unable to get involved in person are not excluded.
- Our Better Lives strategy aims to reach 5000 local people a year to help build strong communities in the areas where we work through a range of initiatives. Many of the involvement options above, not least our local events and Octavia in Your Neighbourhood, are part of our drive to reach more local people and to have a positive impact on their lives.
- Increasing home owners' satisfaction with our service to top quartile compared to our peers is a key project. All the involvement options above are available to residents across tenures, and we will target home owners to promote involvement options in the areas where they are under-represented. We want to hear from all resident groups.

9 Making sure we are succeeding

The Resident Annual Report, quarterly customer insight reports, and individual Resident Involvement activity reports will collectively ensure this strategy (and the accompanying action plan) is monitored and delivered on. A key principle to monitoring on the success of this strategy is ensuring all involvement work includes feedback to the involved residents on the findings, follow-up actions, and resulting impact from their involvement and contribution. Completing this feedback loop is essential to develop and maintain trust.

A number of hard success measures are also set to be reached by 2021:

Success measures by 2021	Target
Tenants satisfied with overall service (STAR survey)	Top quartile
Tenants satisfied that views are listened to (STAR survey)	Top quartile
Home owners satisfied with overall service	Top quartile
Residents satisfied with involvement events	95%+
Number of service areas benefitting from Your Voice scrutiny	6
Number of policies benefitting from Your Voice feedback	10
Members on Viewpoint	650+
Numbers attending Octavia in Your Neighbourhood each year	250+
Number of households contacted each Walkabout Wednesday	150+
Number of 'Click' (our customer pool) members	60+
Number of resident Your Voice (our resident majority group) members	Majority - 8 (minimum)
Number of reports on Involvement activities setting out resulting impact and 'feedback loop'.	All
Involved residents are representative in profile of our households overall	Profile comparison identifies no significant differences
Compliance against regulatory Consumer Standards at IDA (if any in the period).	Full compliance

We want to be open about how well we are doing against this strategy and on Octavia's services. We will publish on the Be Involved webpage of our website:

- Regular updates about our Resident Involvement work including progress against this strategy.
- Resident events coming up. Feedback from recent events and actions taken.
- Surveys coming up and how to take part. Feedback from recent surveys and actions taken.
- Performance information on our key services including all indicators required to be published by our Regulator.