

RESIDENT INVOLVEMENT



NORTHAMPTON
PARTNERSHIP HOMES



YOUR VOICE CAN SHAPE

Your Home
Your Services
Your Neighbourhood
Your Community

VISION

NPH provides homes which enable people to live happy and healthy lives in enriched communities

MISSION

We will deliver our vision by ensuring:

- We improve lives by sharing a common purpose
- We improve and maintain the quality of our homes
- We provide services which endeavour to meet the needs and aspirations of all tenants and residents
- People can influence immediate and long term futures for themselves and their communities

VALUES

- Open and Strong
- Listen and Respond
- Achieving more with others
- Aim High and Deliver

Introduction

At NPH, residents are at the heart of everything we do. Residents were involved in the creation of the organisation, helping us to develop our vision, mission and values and set our direction for the future.

We continue to create opportunities for residents to get involved, have a voice and influence the way we deliver our services. It's important to us that anyone can get involved, regardless of how much time they have to spare.

Take a look at all the options available and how they feed into our decision making processes. We hope you will find something for you. If there's anything you think we're missing or you have a new idea for us, we would love to hear from you.

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@NPH_News

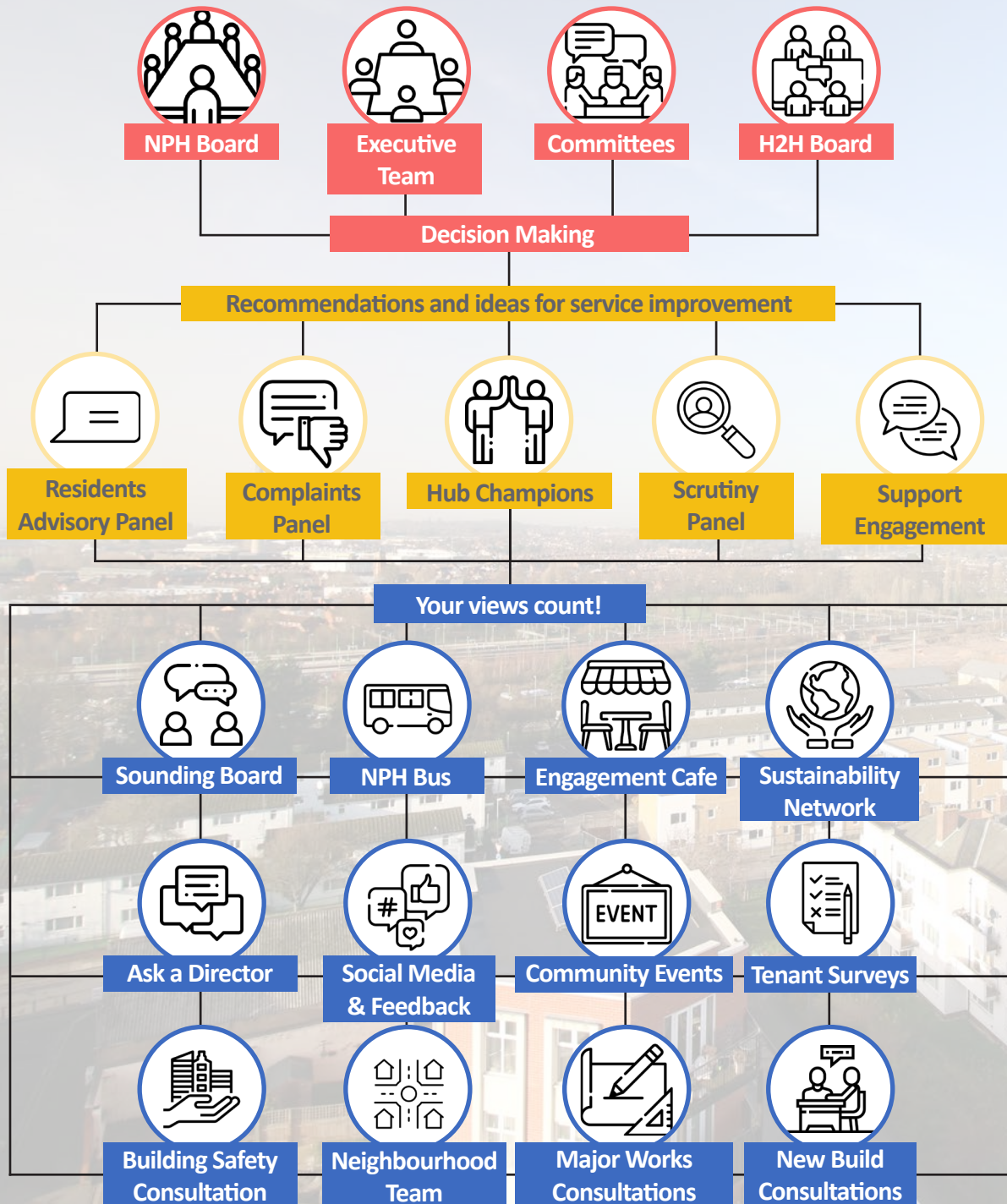


NPH Connect



Northampton Partnership Homes

How Resident Involvement shapes NPH



DECISION MAKING

Residents have a place on our boards and committees, influencing the way we do things at NPH

RECOMMENDATIONS AND IDEAS FOR SERVICE IMPROVEMENT

Based on the views of other residents, those with a bit more time make recommendations to decision makers

YOUR VIEWS COUNT!

Just a few minutes of your time informs the recommendations our involved residents make

A FEW MINUTES CAN MAKE A DIFFERENCE

We know that your time is precious, and life is busy. That's why we've created lots of opportunities for you to have your say – often without even having to leave the comfort of your own home. Look out for updates on NPH's social media channels.



The Sounding Board: sign up to take part in quick surveys and polls that feed into the work of our more involved groups such as scrutiny panel that report back to the NPH Executive Management Team. By email or post – it's your choice.



Building Safety Events: if you live in a building classed as a high rise, we want to make sure that you feel safe in your home. You're welcome to raise a concern at any time but in addition to this, each year we'll hold a community event where you live. This will give you an opportunity to talk face to face with our staff teams and partners about building safety.



Community Events: our teams hold regular open days and events around Northampton, providing a way for you to meet our staff and discuss any issues about where you live face-to-face.



The NPH Community Bus: need to see a member of staff about a concern relating to your tenancy or where you live? Look out for our bus timetable to see when we're in your area.



Engagement Cafes: our management team want to make themselves as accessible to you as possible. These events provide an opportunity for you to raise issues or concerns with them face to face.



Sustainability Network: lots of families have told us how much the environment matters to them. If you or your family want to know more about what steps NPH are taking to go greener, why not sign up?



Ask a Director: regular on-line Q&As providing an opportunity to quiz our senior managers.

IF YOU HAVE A BIT MORE TIME TO SPARE

If you're keen to get involved and have an eye for detail, we would love to welcome you to one of our groups. You will get to meet fellow residents and use the views of others to make recommendations to our executive team, committees and board. This makes sure that residents' views are taken into account when they are making decisions about your services.

Don't be put off if it's difficult for you to travel, we've set up meetings so that you can join online or in person – the choice is yours. We will provide all the support and training you need to get involved.



Residents Advisory Panel: this group meets regularly to review and comment on upcoming changes to documents, policies, procedures and strategies before they go to the decision makers. This panel directly influences the way we do things at NPH. Attend every meeting or just for the discussions on topics of interest to you- its your choice.



Complaints Panel Membership: from time to time, a complaint may not be resolved in a way that satisfies a resident. If this happens, a panel will meet to review how the complaint was handled and we think it's important that we listen to our residents if we don't get things right.

You get to be part of the decision-making process and you can also act as a guide for other residents by providing support to make sure that they know how to complain and know what to expect from the process.



Support Engagement: we know that due to a variety of vulnerabilities, some residents can find going to meetings daunting. For those residents in receipt of support services we can provide ways to engage flexibly and informally. Why not speak to your support officer or scheme manager about getting involved?



Hub Champions Forum: we have a fantastic group of volunteers who help us manage 15 community hubs around Northampton. Our hub champions get together four times per year to talk about any issues or concerns they're facing. NPH colleagues and contractors will be there to listen and take any action needed.

IF YOU LIKE A CHALLENGE

How about taking a seat in the board room or joining a group that reviews services in detail? You would need to be prepared to dedicate time for research, reading reports and attending frequent meetings. In return, you will find that it's a rewarding way to be involved.

Don't worry if you've not done anything like this before, we're here to support you and will give you all the training you need to make a real difference.



Scrutiny Panel: this panel investigates specific services or processes to review how they work for residents. It's a varied role – comparing our performance to other organisations, interviewing staff, talking to residents and commissioning surveys or polls to find out what other residents think about NPH services.

The Panel then comes together to write their report and make recommendations to the executive team, which directly improves services for NPH residents. During 2021 the panel made 39 recommendations, all of which were agreed and acted upon. The group meet once a month as a minimum but may meet more often depending on the work that they're carrying out.



Board Membership: we want the voices of NPH residents to be heard at the highest level, to influence the strategic direction of their housing service. Our Board has four spaces reserved for tenants to make sure that this happens. We also reserve spaces on all our committees for residents.

In 2018 we went a step further and established our social enterprise subsidiary, Happy to Help (Northampton) CIC. Our CIC provides additional services that benefit NPH residents and their communities. It has its own board, and four out of seven of the spaces on the board are reserved for residents. This ensures that residents have a real say in how we deliver those additional services.

Both boards meet at least four times per year, but additional meetings and training sessions take place too. If you're tempted, but would like to find out more, pop along to one of our taster sessions.