

Ealing Homes Resident Participation Compact 2008–10



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Strategic Involvement Team

Ealing Homes

FREEPOST LON16139

London W5 2BR

Tel: FREEPHONE 0800 328 3632

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The Compact promise

- Residents will be given a range of opportunities to enable them to get involved at whatever level they wish. These opportunities will enable those who have traditionally not been involved to take part.
- Residents will have a variety of ways to influence and shape the housing service they receive in ways that suit them best.
- The Compact will not just rely on residents to be proactive. Ealing Homes will carry out surveys and consultation exercises to understand residents' needs from the service.
- Residents will be able to be actively involved in decisions made about their homes.
- Residents will be given the help, information and training they need to enable them to have the skills and confidence to actively get involved.
- A wider range of resident and community groups will be recognised by Ealing Homes to encourage wider community involvement.
- Residents will receive regular information and feedback about their contribution to improving the service.

Introduction



What is a compact?

Since 2000, all councils who manage council homes are required to work with their residents to produce a Tenant Participation Compact.

Guidelines issued by the Office of the Deputy Prime Minister (ODPM) stated that a compact should include:

- The standards of participation that residents can expect
- Different ways that residents can be involved in improving the housing service
- How the housing service is accountable to its residents and what money, staff and other facilities are available to help residents to get involved.

The role of Ealing Council and Ealing Homes

One of Ealing Council's objectives is to provide a powerful voice for all communities. Ealing Council has formed the Arms Length Management Organisation (ALMO) 'Ealing Homes' to manage its council homes.

Ealing Council remains the landlord and has a statutory duty to consult tenants and leaseholders. Ealing Homes will also carry out the consultation and participation work to deliver its tasks under the management agreement. The Compact describes the ways that work will be done.

Ealing Council and Ealing Homes are determined that resident involvement will play a fundamental role in the way Ealing Homes manages council housing. This Compact sets the standards of consultation and involvement to which Ealing Homes and residents will work.

To ensure residents receive a joined up service, Ealing Homes will forge links with council departments and other partners, such as the Local Strategic Partnership and Groundwork, who work with our residents.

Saying what we mean

Ealing Council is the landlord of the homes managed by Ealing Homes.

Ealing Homes is the ALMO responsible for managing Ealing's council homes. Its constitution, management agreement and delivery plan detail how the organisation is managed and what standards and targets must be delivered. It is wholly owned by the council but is run by an independent management board.

Hard-to-reach means tenants and leaseholders who find it difficult to get involved through traditional ways. This may include older people, young people, single parents, people with disabilities, residents from minority communities and people living in individual street properties.

Estates earmarked for regeneration –there are a number of high intervention estates that are in need of redevelopment works beyond the Decent Homes standards. These estates need more funding than can be raised through Ealing Homes.

Residents are tenants or leaseholders that live in homes managed by Ealing Homes or owned by Ealing Council. **Tenants** are residents who pay rent to Ealing Council. **Leaseholders** are residents who have purchased the leasehold of their home but the council remains the freeholder.

Regeneration and Housing Department is the part of the housing service that stayed with the council to deal with strategy and homelessness. It monitors the performance of Ealing Homes as set out in the delivery plan agreed with Ealing Council.

Resident groups are groups that predominately represent tenants and leaseholders living in homes managed by Ealing Homes or owned by the London Borough of Ealing.

The Office of the Deputy Prime Minister (ODPM) was the government department that introduced Tenant Participation Compacts and laid down the guidelines about what they should cover. **Communities and Local Government (CLG)** has now taken over responsibility for housing matters.

Getting information



Standards for information

Ealing Homes will present information in clear and simple language, avoiding jargon where possible. If jargon is unavoidable, an explanation will always be provided.

Information will be available on request and summaries of all important public documents are available in the most common locally spoken languages, as well as Braille, audio and in large print.

Residents will be involved in the proofreading of public information before it is distributed.

Access to information

All residents have the right to information about the service they receive and the officers who provide it. This information – such as job profiles and delivery plans – is available on request. If a request for information cannot be met this should be the exception and a clear and reasonable justification will need to be given.

Ealing Homes will deal with all requests for information as soon as possible and in any case within a maximum of ten working days.

All key documents will be available on the Ealing Homes website – www.ealinghomes.net – and also available on request in the common locally spoken languages, Braille, tape and large print.

For any queries about resident involvement the Strategic Involvement Team (SIT) can be contacted on FREEPHONE 0800 328 3632 or by email on involvement@ealinghomes.net.

Regular information

All residents will receive regular information about Ealing Homes and how it is performing. This will be in a variety of forms:

- **www.ealinghomes.net** – the Ealing Homes website, updated regularly with latest news. Also holds all relevant policies and procedures.
- **Key Issues** – the borough-wide newsletter, posted out a minimum of four times a year.
- **Feedback** – *Key Issues* will regularly include a section on what residents have said during the consultation and changes in results.
- **Annual Report** – a yearly account of service performance.
- A bi-monthly **newsletter** to active residents.
- An **Interested Resident Database** – residents on the database will receive regular information on those areas they have expressed an interest in.
- A **timetable** of meetings and consultation events will be sent to resident groups and placed on the website every month.

Information packs

A number of information packs will be available:

- **A Toolkit for Resident Involvement** – a guide for residents on the various opportunities for involvement.
- **Tenant Handbook** – this is given to all new tenants and contains information about the services Ealing Homes delivers as well as tenants' rights as secure tenants.
- **Repairs Handbook** – explains how to report repairs, which repairs Ealing Homes will carry out and how long it ought to take for repairs to get done. The handbook also tells tenants what repairs they are expected to do themselves.

- **Leaseholder Handbook** – explains the responsibilities of Ealing Council as the freeholder and the service leaseholders will receive from Ealing Homes.
- **Information leaflets** explaining the different services and the standards that residents can expect are available from Area Offices and the website.

Access to independent advice and information

The following organisations are useful sources of independent advice and information:

InSTEP

Tribal Hubs Ltd
 Gaunts Business Centre
 Petersham Lane
 Wimborne
 Dorset BH21 4JT
 Tel: FREEPHONE 0500 844 111
 Email: info@tribalgroup.co.uk
 Web: www.instepservices.co.uk

Provides free advice and information to residents on all involvement issues. Also organises national and regional conferences.

Tenant Participation Advisory Service (TPAS)

5th Floor
 Trafford House
 Chester Road
 Manchester M32 0RS
 Tel: 0161 868 3500
 Email: info@tpas.org.uk
 Web: www.tpas.org.uk

Provides information on resident involvement and organises national and regional conferences and seminars.

The Quest Trust

1 Belmont
 Lansdown Road
 Bath BA1 5DZ
 Tel: 01225 466307
 Web: www.quest-net.org

Aims to support local activists to improve the quality of life in communities encouraging resident-led, local solutions. Quest produces a useful newsletter Grass Routes, runs training courses, carries out telephone conferencing and publishes an informative website. They also help community groups create their own web pages.

National Federation of Tenant Management Organisations (NFTMOs)

Web: www.tmonatfed.com

Represents tenant management co-ops, estate management boards and other forms of tenant management organisations (TMOs). It supports existing TMOs and encourages the development of new ones.

Community Matters

Web: www.communitymatters.org.uk

A national organisation that supports community organisations and community centres through its information sheets, advice service and training programme. Ealing Council is a member.

Standards for involvement



Standards for meetings

The following standards will apply to all meetings with residents arranged by Ealing Homes or its contractors, and all meetings arranged by residents with Ealing Homes and its contractors:

- Meetings will be **publicised** effectively and in good time. A minimum of seven days' notice will be given for all meetings.
- Meetings will be held at **times suitable** for residents and in easy to get to places to maximise the number of people who can attend.
- Meetings will have a **clear reason** explained in advance. Any information needed to help the discussion during the meeting will be sent out beforehand to those invited to attend.
- An **agenda** for the meeting will be sent out beforehand to those invited to attend.
- Meetings will be **properly chaired** and conducted in a fair and democratic way so that everyone gets a chance to have his or her say.
- **Notes of the meeting** with a record of key points raised and any actions agreed will be taken by the organisation that called the meeting. The minutes will be circulated to all people who attended the meeting.
- Ealing Homes or officers representing it will give details on how **feedback and progress reports** will be given to those who attended. This will include timescales for action and the contact details of the Ealing Homes officers responsible for carrying out the actions.
- Recognised resident groups have the **right of access to relevant Ealing Homes' officers** including their attendance at resident groups meetings. Groups need to provide ten days' notice of the meeting and an agenda of the matters to be discussed. If the officer is unable to attend, they will provide another date when they can attend which is no more than 15 working days later than the original date for the meeting.

Code of conduct

Both residents and officers should expect an acceptable level of behaviour when attending meetings or dealing with each other via the telephone, by letter or by email.

Ealing Homes officers, Ealing Council officers and their contractors will at all times abide by the code of conduct set down by their organisations.

Recognised resident groups will adopt Ealing Homes' Code of Conduct for Residents Groups. All residents attending meetings will be expected to abide by the code. The chair has the right to exclude members who deliberately or frequently break the code.

Standards for consultation

Residents can expect the following standards when Ealing Homes carries out consultations:

- Details of what residents are being **asked to consider**.
- Details of the **timetable** for consultation.
- Information to help residents to take an **effective part** in the consultation.
- To be clear about the level of influence residents will have over the final decision – sometimes Ealing Homes will simply be providing **information** to residents; sometimes residents' **views** are being sought so that Ealing Homes can take these into account before making the final decision; and sometimes Ealing Homes will be involving residents and resident groups in **decision-making**.
- The **name** and **contact details** for the lead officer dealing with consultation.
- Details of how **all** residents can be involved.
- On estate-based consultations, events to be carried out **locally**.

- **Opportunity** for residents to meet with the officers who are doing the consultation.
- Details of how residents can **make their views known** to Ealing Homes.
- Residents will receive **feedback** on the results of the consultation.
- How the **final decision** will be reached and details of who will make the decision.
- Information on how and where to **complain**.

Standards for influencing services

Residents will have direct influence on the services that Ealing Homes deliver through:

- Residents sitting on **interview panels** appointing senior managers and board members interviewing directors.
- **Locally based** consultation on all major works and regeneration schemes.
- Resident involvement in **prioritising** the major works programme.
- Resident involvement in **developing** the works and design briefs for major works.
- Resident involvement in **evaluating** contractors and **monitoring** the contract.
- Resident involvement in **all service reviews** and the development of new policies and procedures.
- Resident involvement in **reviewing and setting** performance standards.
- Acting on the information from **residents' feedback** and the regular surveys.
- Residents accessing training and information to give them the **skills to participate equally**.
- Ealing Homes clearly showing how the housing service has been **commented on and influenced** by residents in the feedback it gives to residents.

Standards for resident groups

Resident groups must meet the following basic criteria if they wish to be recognised by Ealing Homes.

The basic criteria are that the group should:

- Adopt an equal opportunity statement.
- Clearly state what area they cover.
- Have over 50% of their membership living in homes managed by Ealing Homes and owned by Ealing Council. (75% if applying for funding)
- Have a simple constitution or set of rules that the group works to, to be agreed by the Strategic Involvement Team.
- Have simple financial rules (if they are collecting subscriptions or receive funding).
- Adopt a Code of Conduct.
- Complete a registration form every year.

All residents groups that meet the basic criteria will:

- Receive regular information from Ealing Homes.
- Be invited to take part in the service reviews.
- Be able to invite Ealing Homes staff to their meetings to talk about housing issues.
- Be invited to consultation meetings and conferences.
- Be eligible to apply to funding from Ealing Homes provided that 75% or more of their membership are living in homes managed by Ealing Homes and owned by Ealing Council.

How to get involved



All residents will be given the opportunity to be involved in improving Ealing Homes' services. It is acknowledged that only a minority of residents wants to get involved in the traditional ways such as resident associations and attending meetings. To get the maximum number of residents involved, there will be many different ways that individuals can pick from to suit their own circumstances and time commitment.

Different ways to get involved

Below is a list of the different ways residents can get involved.

More detailed information on all of these you can be found in the *Toolkit for Resident Involvement*. You can also contact the Strategic Involvement Team on FREEPHONE 0800 328 3632, email them at involvement@ealinghomes.net, or write to Ealing Homes, FREEPOST LON16139, London W5 2BR.

Suggestion boxes: complaints and compliments

Interested Resident Database

Annual event

Surveys

Customer panels

Jargon busters

Continuous Improvement Group

Contract Evaluation Panel

Resident Inspection Team

Interview panels

Exhibitions, fun days and visits

Resident and community groups

Surgeries

Estate walkabouts and inspections

Service Review Teams

Sheltered housing compacts

Community Associations

Tenant Management Organisations

Leaseholder Forum and Ealing Homes Independent Leaseholder Group

Board member

Good Neighbour Agreements

Resident Council

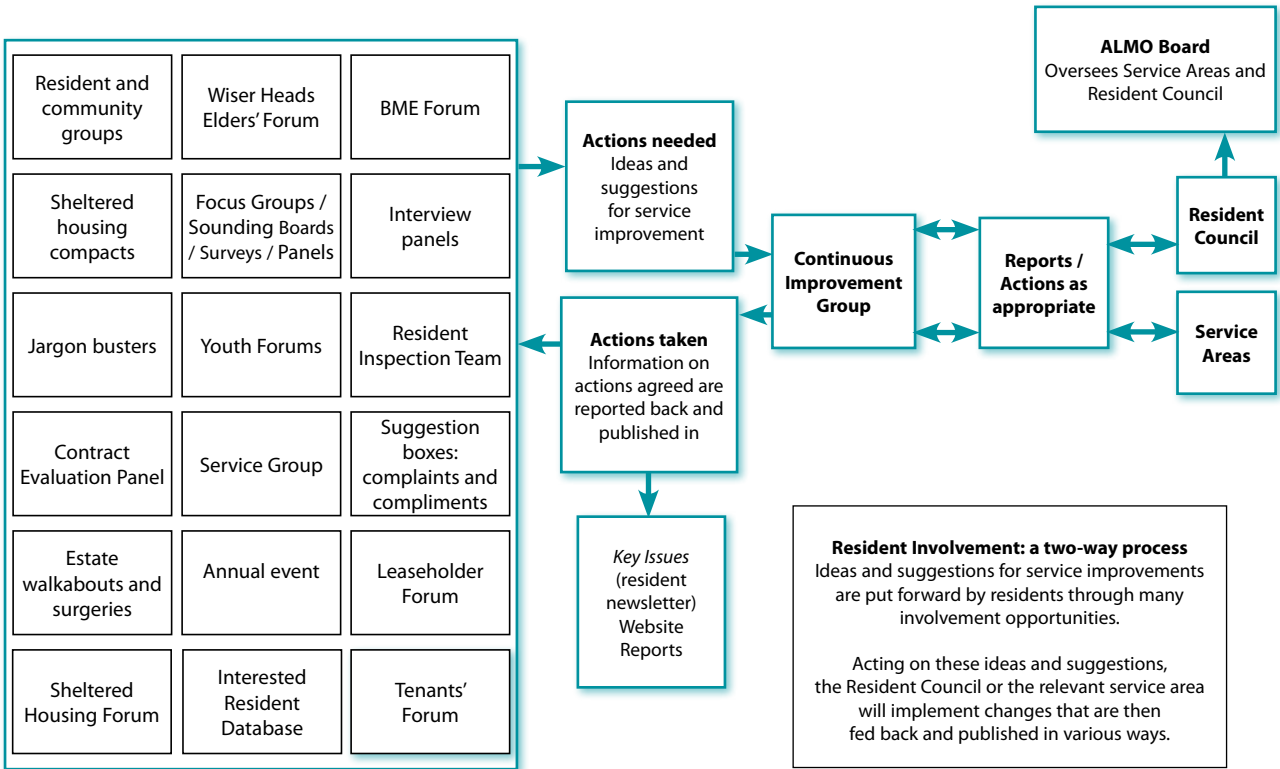
Tenants' Forum

Wiser Heads Elders' Forum

Opportunities for young people

BME Forum

Resident Involvement Structure



Reaching out to everyone



Ealing is a vibrant, diverse borough and our residents mirror this. We want to give all Ealing Homes residents the opportunities to get involved in a way that suits them best.

The Compact introduces a variety of ways to get involved to ensure that this can be achieved.

Ealing Homes is collecting detailed information on its residents including ethnicity, disabilities and the languages that residents speak. This database will inform the methods used to involve residents in improving the service.

The majority of residents do not get involved in how their homes are managed for a variety of reasons. Ealing Homes wants to make sure that when residents do not get involved it is because they have chosen not to and not because they do not have the opportunity to do so.

Many individuals, and some communities, have traditionally not got involved because our approach has not been flexible enough to cover the diverse needs of our residents. These include:

- **Language barriers** – for example, when English is not spoken as a first language or when residents are visually impaired.
- **Cultural barriers** – for example, various ethnic communities who retain different religious beliefs and lifestyles.
- **Personal commitments** – for example, looking after small children or elderly relatives.
- **Physical barriers** – for example, not being able to attend a meeting because they are housebound or can't get into a building.
- **Sense of not belonging** – for example, young people are often seen as the problem and so are not encouraged to take part.

To enable these residents to be actively involved Ealing Homes will:

- Meet with 'hard to reach' groups such as Gypsies and Travellers, young people and the elderly by periodically organising 'challenge days' to test the service delivered by Ealing Homes.
- Open up the resident group recognition criteria to allow community groups to be formally consulted.
- Produce information in plain English, in the most common languages, on tape, in Braille and large print.
- Send information to organisations that work with ethnic minority communities and hard to reach groups, including ethnic media and newsletters to sheltered housing residents.
- Carry out outreach work with hard to reach groups.
- Target hard to reach groups that are under-represented in the participatory processes.
- Adopt good practice and new ways of working.

Supporting involvement



Support from the Strategic Involvement Team

Ealing Homes has its own team – the Strategic Involvement Team (SIT) – dedicated to supporting resident involvement and influence over the service. The work of SIT includes:

- Developing, with resident groups, ways to increase resident power and influence over local services.
- Working with Ealing Homes staff to improve standards of resident consultation and involvement.
- Working with residents interested in exploring options such as the Right to Manage.
- Monitoring resident groups.
- Setting up new forums for resident involvement where needed.
- Providing advice and support to resident forums.
- Working and supporting new and re-launched groups.

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New and re-launched groups

SIT will provide help and advice with all stages of setting up your resident group. This will include:

- Arranging meeting rooms.
- Helping groups with newsletters and leaflets.
- Providing training, support and advice at meetings.
- Advising the group how to become registered.
- Helping to apply for grant funding.

Existing groups

SIT will continue to offer advice and support to all groups. Groups can request additional help on special projects or to help the group to attract new people.

Officers from Ealing Homes will be available to attend your meetings to give advice and information on local housing issues.

Training

There are a number of organisations that put on excellent courses for residents. The Strategic Involvement Team will send out regular updates on training available both locally in Ealing and nationally to all resident groups.

Where training is identified as a need, or a resident group asks for training, SIT will organise locally based training for their estate.

Residents who identify their own training courses and conferences can apply for funding for the course and travel costs. These courses must relate to resident involvement or housing management. Each case will be judged on its own merit to ensure equity.

Board and resident training

To ensure that residents are given the skills to play an equal role on the main Board and Resident Council, each year Ealing Homes will run an annual training programme for all Board members and residents interested in becoming a Board member.

Training for resident groups

Members of resident and community groups can also receive 'capacity building' training in areas such as basic committee skills, minute taking, fundraising and communication skills. Specialist courses and inductions are also offered to residents who want to get involved in interviewing contractors and sitting on selection panels.

Housing qualifications

Ealing Homes will pay for residents to attend relevant courses that enable them to develop their skills and knowledge of resident involvement. Travel allowance and child or carer allowance will also be paid.

Volunteer workers scheme

SIT will offer short work placement schemes to tenants who are job seekers.

Shadowing

To get a better understanding of how Ealing Homes works from the inside, residents will be given the opportunity to shadow members of staff. This will also enable officers to get a better understanding of residents' views and concerns. This would be useful for residents who are thinking of working in housing.

Information, training and capacity building

The CLG fund a national Tenant Empowerment Programme for residents, which is administered through the Housing Corporation. This provides a wide range of training events and conferences as well as general advice and information.

● **The national tenant helpline and information service:**

The Tenant Empowerment Programme fund InSTEP to provide a free helpline and information service. The service is available Monday–Friday from 9am–5pm.

Tel: FREEPHONE 0500 844 111

Email: info@tribalgroup.co.uk

Write to:

InSTEP

Tribal Hubs Ltd

Gaunts Business Centre

Petersham Lane

Wimborne

Dorset BH21 4JT

Web: www.instepservices.co.uk

● **The national tenant training and conference programme:**

InSTEP also organises courses and conferences on a range of topics. These are held throughout the year at venues across the country. Some courses are designed for residents new to involvement while others are for more experienced people.

● **The capacity building and small grant programme:**

The courses run at the National Communities Resource Centre at Trafford Hall, near Chester, are designed to complement other training courses. A small grant may also be available to tenants completing a course to help them start a community project. Details of courses held at Trafford Hall can be found on their website at www.traffordhall.com or by telephone on 01244 300246.

Tenant-led stock option studies

Through the Tenant Empowerment Programme, funding is available to enable tenant groups to explore options for tenant-led stock options and for developing the preferred option in partnership with the local authority. Full details and guidance can be found on the Housing Corporation website at www.housingcorp.gov.uk or by emailing tenantempowerment@housingcorp.gsx.gov.uk.

Right to Manage

Tenants have the right to manage their own estates. This can mean setting up the service standards for your estate or employing your own housing officers and letting the contracts. Any group wishing to explore the right to manage will have to carry out an option study first. Full details and guidance can be found on the Housing Corporation website at www.housingcorp.gov.uk or by emailing tenantempowerment@housingcorp.gsx.gov.uk.

Financial support

Regular grants

Start-up grants

New groups need funding to get started and grow. Resident associations and community groups that want to gain formal recognition from Ealing Homes can apply for this grant. It is at the discretion of SIT to fund community groups wishing to be included as a recognised resident group of Ealing Homes. Leaseholder associations do not qualify for funding.

The As and When Grant

This grant is to cover the day-to-day running costs of groups and to assist in increasing their membership.

The grant can be applied for as and when the resident group requires additional funding. The maximum grant at any one time is £300. Further applications can be made when there is only £50 left of the grant.

It can be spent on telephone calls, stamps, stationery, computer programmes, producing newsletters, hall hire, photocopying, travel costs to meetings etc. For equipment and big events the resident group should apply for a special project grant.

It is to be used to fund small projects and schemes that can vary from holding cultural events and community shows to printing regular newsletters to update their communities.

Funding is for the benefit of tenants living in the area.

Leaseholder groups cannot apply for this fund as it is totally funded from the Housing Revenue Account.

One-off grants

Special Project Grant

This grant allows resident groups to apply for funding to finance special projects and schemes that are beneficial to residents on an estate. Groups representing less than 500 homes can apply for up to £4,500 in a three-year period, and groups representing more than 500 can apply for up to £9,000. The grant cannot fund repair work or any projects that need to receive revenue funding.

Childcare and Carer's Allowance

The Childcare and Carer's Allowance is available to residents who are members of a consultation group who have paid for a childminder or carer so they can attend meetings and events.

When practical, and where there is a demand, a crèche will be run at consultation events.

Travel allowances

SIT will pay travel costs to residents who attend meetings as members of consultation groups.

Alternatively, resident groups can pay out travel costs to their members from their own grants.

Travel costs will usually be for public transport; where residents have a mobility problem the cost of taxis can be claimed.

Where residents are taking part in all-day events, refreshments will be provided or residents will receive a meal allowance.

Attendance allowance

Where residents are asked to attend focus groups or customer panels a small payment may be paid to show our appreciation. Residents will also be able to claim child and carer allowances and travel costs.

Small Schemes

This initiative gives tenants and leaseholders an opportunity to apply for funding for projects not exceeding £30,000 that will improve the areas where they live.

Applications are normally received from resident associations; however, community groups or informal groups of residents are also entitled to apply.

Decent Homes



What does 'Decent Homes' mean?

Ealing Homes is currently undertaking a programme of major repair and improvement work for the period up to 2012 by which time all its homes will reach the Decent Homes standard.

'Decent Homes' is a government standard that councils and housing associations have to meet for all their homes by 2010. This means all homes must be warm, weatherproof, be in sound structural repair and have a reasonably modern kitchen and bathroom.

The consultation process will adhere to all standards set out in this Resident Participation Compact.

Ealing Homes' commitment to its residents

To ensure residents are kept informed about the progress of the Decent Homes programme, are consulted on the actual works to their property, and are treated respectfully by contractors, Ealing Homes has produced a Customer Service Standard.

- Resident association representatives will be involved as the scheme progresses overall.
- Where appropriate, colour choices will be made available to residents.
- The Ealing Homes complaints procedure will be strictly followed if residents are not satisfied with standard of works or how work is being carried out.
- All operatives, including sub-contractors, will carry identification cards, and they will be courteous and respectful at all times.

What residents can expect before work starts

- A survey of the room or areas being worked on in your home will be carried out.
- Adequate notice will be given before any work commences to your home.

Standards for when work is being carried out

- Contractors will keep residents up to date with progress of work and any changes to the original work will be explained.
- Homes will be kept secure at all times whilst work is taking place.
- Noisy working will be restricted to Monday to Friday, and weekend or bank holiday working will not be allowed. No noisy work will start before 9am and will not continue beyond 5pm.
- Dustsheets will protect resident's possessions during the course of the work.
- Smoking, playing radios, bad or offensive language and using resident's telephones, electricity and toilets will not be tolerated.
- All stairways, communal areas and entrances will be kept clear during the works and cleaned to an acceptable standard each evening.
- All homes being worked in will be left clean and tidy at the end of each working day.

What residents can expect when work has been completed

- Residents will be asked to complete a resident inspection survey.
- Contractors will demonstrate to residents how to use any new heating or window installations.
- Residents will be advised how to report any problems.
- At the end of the defects period we will call back to check that everything is in order. This will normally happen after 12 months.

Residents can find out more information about Decent Homes by contacting the Asset and Investment Team on 020 8825 7641.

Who does what?



Ealing Homes

Ealing Homes manages council homes on behalf of Ealing Council.

Ealing Homes will involve and consult residents on:

- Antisocial behaviour policies
- Best Value and performance plans
- Budgets and finance
- Complaints
- Customer care standards
- Customer satisfaction
- Environmental works on estates
- Equality and diversity issues
- How we clean estates
- How we can improve the service
- Leaseholder issues and charges
- Letting of contracts
- Major works programme and the Decent Homes programme
- Rent and arrears collection
- Resident involvement
- Reviewing the repairs service.

Ealing Homes will:

- Offer training and support to residents
- Carry out community development work on estates
- Support community development for Right to Manage
- Work with residents on option studies
- Recognise resident and community groups
- Fund recognised groups
- Review the Resident Participation Compact
- On behalf of Ealing Council, manage consultation on estates earmarked for regeneration.

Ealing Council

Ealing Council remains the landlord.

Ealing Council's retained housing service will involve and consult residents on:

- Allocations and the council's letting policies
- Tenancy conditions and agreements
- The regeneration of priority estates
- Annual rent setting
- The council's housing policy and strategy
- Leased estates
- The Right to Manage process.

Ealing Council will:

- Ensure that the Compact is regularly reviewed and updated
- Monitor the Performance Indicators for resident involvement
- Manage the Housing Strategy Forum, which includes council tenants and leaseholders, private tenants, homeowners, plus housing associations and their tenants
- Manage the Right to Manage process.

Monitoring involvement



Ealing Homes

The Ealing Homes Board and Resident Council are responsible for monitoring the performance of Ealing Homes at a borough and area-based level. Information on resident involvement will be included in any performance monitoring report presented to these committees.

Ealing Council

Involvement Performance Indicators (PIs) are part of the Ealing Homes delivery plan. Ealing Homes will report on their performance against the indicators in all monitoring reports to the council.

Reviewing the Compact

The Board will review the working of the Compact, monitor it against the set performance indicators and ensure that the opportunities for involvement in Ealing Homes reflect the residents' requirements. A report on the performance will be presented to the Resident Council at each meeting.

Reports will include what work is being done to publicise and implement the Compact, and how the Compact is being built in to the work of Ealing Homes.

A group of resident representatives, Ealing Homes officers and council officers will review and update the Compact each year.

Ealing Homes will annually set Performance Indicators to monitor the Compact.

Measuring the Compact



	Measure
1 Tenants' Forum	<ul style="list-style-type: none"> Number of Forums delivered Number of tenants attending Forum meetings % of BME tenants attending Forum meetings % new people involved with Forum meetings % of attending under 25 % of those attending between 26–49 % of those attending over 50 % of those attended satisfied with Forum (theme, location, etc.) % male, female % attending who have a disability
2 Training	<ul style="list-style-type: none"> Number of training courses and conferences organised by Ealing Homes Number of residents attending training % of BME residents attending training % of new people involved with Forum meetings % of those attending under 25 % of those attending between 26–49 % of those attending over 50 % of those attended satisfied with training % male, female % attending who have a disability
3 Resident Council	Resident Council meetings held
4 Best Value Performance Indicator 74	Tenants' satisfaction with the overall service provided
5 Best Value Performance Indicator 75	Tenants' satisfaction with the opportunity to participate in management and decision making

If you would like this information in large print, audio or Braille...

please call 020 8825 8666

If English is not your first language...

If you would like to discuss this information
with someone who speaks your own language,
please call this freephone number:
0800 0087650

Jeśli chcesz omówić te informacje z
osobą, która mówi po polsku, zadzwoń
pod bezpłatny numer telefonu:
0800 0087650

Polish

Haddii aad jeclaan lahayd inaad
macluumaadkaan kala hadashid qof ku
hadla Somali, fadlan wac telefoonkaan
bilaashka ah: 0800 0087650

Somali

જો તમને કોઈ ગુજરાતી બોલનાર વ્યક્તિ સાથે આ
જાણરાકી માટે ચર્ચા કરવી હોય તો, મહેરબાની કરી આ
ફ્રીફોન નંબર પર ફોન કરો : 0800 0087650

Gujarati

अगर आप इस जानकारी के बारे में हिन्दी बोलने वाले
किसी व्यक्ति से बातचीत करना चाहते हैं तो कृपया
इस फ्रीफोन नम्बर पर कॉल करें : 0800 0087650

Hindi

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਬਾਰੇ ਕਿਸੇ ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲੇ ਨਾਲ
ਗੱਲ ਕਰਨੀ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਫ੍ਰੀਫੋਨ
ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ : 0800 0087650

Punjabi

إذا كنت تود مناقشة هذه المعلومات مع شخص يتحدث
باللغة العربية، فنرجو الاتصال بهذا الرقم الهاتفي
المجاني: 0800 0087650

Arabic

اگر مایل ہستید دربارہ این اطلاعات با یک نفر فارسی
زبان صحبت کنید، لطفاً بہ شماره تلفن رایگان
0800 0087650 زنگ بزنید.

Farsi

اگر آپ ان معلومات پر کسی سے بات کرنا چاہیں گے جو اردو بولتا ہو،
تو براہ مہربانی مفت فون نمبر 0800 0087650 پر رابطہ کریں۔

Urdu



Ealing Homes