

Partnership Agreement 2008 – 2011 - Appendix 1



One of the main changes that has occurred since the publication of our original Partnership Agreement in 2008 is the launch of the Tenant Services Authority. The Tenant Services Authority (TSA) was set up as a result of the Housing and Regeneration Act 2008 and became operational on the 1st December 2008 as the new independent regulator charged with promoting and championing the interests of social housing tenants in England.

The TSA is responsible for regulating housing associations and the housing activities of local authorities who own their stock. As a result of this the TSA has developed a new regulatory framework. This was completed following the completion of a 'National Conversation' whereby tenants across England were asked for their priorities from their landlord. It focuses on 6 regulatory standards. These are;

- Tenant involvement and empowerment
- Home
- Tenancy
- Neighbourhood and community
- Value for money
- Governance and financial viability

The TSA want to encourage landlords and tenants to work together to improve the levels of service delivered. The TSA role is, in part, to rely on the things agreed and delivered as a result. The TSA call this co-regulation and this is the TSA's preferred approach to regulation. Co-regulation is a balance between:

- Direct regulation – where national standards are developed and evaluation of performance is assessed directly by the regulator
- Self regulation – where local standards are developed with tenants by landlords themselves, led by their boards and performance is verified independently within a framework approved by the regulator.

This balance will enable the standards framework to be more tailored to local priorities.

With this in mind, SARH and its customers chose to review the existing Partnership Agreement monitoring measures to determine the best way to provide detail and information, both useful and interesting to customers.

Partnership Agreement Monitoring Amendments 2008-11

Following the initial round of monitoring highlighted in the 2008/9 Partnership Agreement Annual Report (available at www.sarh.co.uk or upon request), it became apparent that some of the monitoring measures needed 'fine tuning' to ensure they provided understandable and worthwhile outcomes for customers. The Partnership Agreement Monitoring Group met to discuss the way forward and following decisions between staff and customers, a series of amended measures were drawn up.

The amended monitoring measures are outlined below. The original monitoring measures can be found in the Partnership Agreement 2008-11 which is available at www.sarh.co.uk or upon request.

Building Block Number	What will it mean to you, our customers?	Agreed monitoring measures 2010-11
<p>1. SARH will ensure that people have equal opportunities to be involved and take active steps to engage with under-represented and vulnerable groups.</p>	<ul style="list-style-type: none"> • Ensuring involvement from all groups will help improve SARH's understanding of our customers needs. • We know some customers have different requirements or needs and that we need to know our customers to respond to this. 	<ul style="list-style-type: none"> • Equality Impact Assessments completed across all new policies and procedures to ensure that our documents don't have any unintended impact on groups across the 6 strands of diversity i.e. age, gender, ethnicity, disability, religious belief, sexual orientation. • Will offer quality training on Equality and Diversity issues to our customers involved in participation structures ○ Measure increased involvement levels from under represented and vulnerable groups taking part in involvement activities

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<p>2. SARH will develop a profile of tenants and leaseholders living in our homes and make positive efforts to develop information that can help us to deliver services suitable to users needs and aspirations.</p>	<ul style="list-style-type: none"> SARH will have a clear view of who its customers are and what they want and will know who to consult with and when. 	<ul style="list-style-type: none"> Monitor requests for information in different formats and ability to deliver Measure involvement levels against profile of customers Measure attendance at events targeted at specific groups
<p>3. SARH will provide accessible information and feedback and will provide information requested.</p>	<ul style="list-style-type: none"> Informing customers of our performance, comparison with peers and action taken to improve Feedback on how involvement has brought about change Feedback on complaints and lessons learnt Access to information held by us about you, our customers 	<ul style="list-style-type: none"> Feedback on performance, comparison with peers and action taken to improve: <ul style="list-style-type: none"> Satisfaction with newsletter Measure number of documents read and approved by the readers panel for easy accessibility An Impact Assessment will be completed for all involvement activities An Annual Impact Assessment will be published outlining how involvement has brought about change Publish 'lessons learnt' from complaints quarterly in ODTBH

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<p>4. SARH will develop a range of methods of involvement, with residents that enables people to be involved in a way that suits them. This will be referred to as a 'Menu of Involvement'.</p>	<ul style="list-style-type: none"> o A wide range of involvement options will be available to allow as many customers as possible to get involved in the way they wish. o A large pool of active residents will help SARH to be effective in meeting customer aspirations. 	<ul style="list-style-type: none"> o Percentage of residents actively participating (by which method) o Satisfaction with opportunities for involvement by method o Equality & Diversity profile of each Menu of Involvement
<p>5. SARH will negotiate with residents about how people and groups can be involved and what may be required of them and us.</p>	<ul style="list-style-type: none"> o This will make clear what basic practices will need to be undertaken by involved customers and SARH. 	<ul style="list-style-type: none"> o Annual training plan produced each year and publicised widely o A register of accessible venues kept for Tenants and Residents Groups to access o Equality and Diversity group to research best practice and learn from others
<p>6. SARH will enable involvement by providing activities, resources and support for residents, staff and where appropriate, communities.</p>	<ul style="list-style-type: none"> o SARH is committed to providing properly resourced activities to strengthen the skills, abilities and confidence of community members. They can then take an active role, offer effective action and lead roles in the development of their communities. 	<ul style="list-style-type: none"> o Percentage of participating customers trained in period (annually) by diversity strand o Percentage of customers satisfied with training opportunities and quality (annually, 80% stating good or better) o Recognised qualifications achieved by customers e.g. NVQ

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<p>7. SARH will develop, with customers, ways to negotiate service targets and influence corporate decision making.</p>	<ul style="list-style-type: none"> ○ An increased influence and scrutiny over service targets and development of the business. 	<ul style="list-style-type: none"> ○ Customer Inspection Projects (3 per year) ○ Outcomes from community consultation events ○ Satisfaction with opportunity to influence service delivery (annual survey)
<p>8. SARH will ensure customers are included at corporate and operational level on decision making and 'Place Shaping' improvements for communities including the delivery of affordable housing.</p>	<ul style="list-style-type: none"> ○ SARH embraces the idea that where residents and/or communities influence the future of their neighbourhoods, they will feel more committed and will contribute to an improved quality of life. 	<ul style="list-style-type: none"> ○ Scores for neighbourhood walkabouts demonstrating improvements ○ Outcomes from local consultation events ○ Outcomes from Community Agreements
<p>9. Inclusion of customers on strategic and operational groups to influence services and standards required and to ensure value for money is achieved in setting service targets.</p>	<ul style="list-style-type: none"> ○ Better value for money and improved services for customers. 	<ul style="list-style-type: none"> ○ The satisfaction with overall service provided by SARH ○ Identified cash savings and efficiencies annually as a result of customer involvement activity ○ Benchmarking costs with peers to achieve cost effective services
<p>10. SARH will develop a phased approach with customers to set targets for services</p>	<ul style="list-style-type: none"> ○ Many residents and communities want quality of life in their neighbourhood and not just their homes. 	<ul style="list-style-type: none"> ○ Improving satisfaction results in local neighbourhoods

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<p>appropriate to the area or scheme in which they live.</p>	<ul style="list-style-type: none"> ○ SARH seeks to support residents and communities in efforts to improve and work in partnership. 	<ul style="list-style-type: none"> ○ Number of Estate Walkabouts completed annually and outcomes ○ Residents involved in Estate Based Events and outcomes