

# Resident involvement

in Wales & West Housing



*Heather Christian  
RPSG Member*

## What is resident involvement?

Doing the right thing and understanding what matters when designing and delivering services is at the heart of what we do. Resident involvement means hearing every resident. Every resident has influence, irrespective of circumstance or characteristic. It's about strengthening links between staff and residents for continuous improvement.

Involvement doesn't have to be formal or complicated. We do it every day talking to each other. You tell us what you like, don't like, and what you think we should do. The key for us is to listen and use what we hear to review our services.

## Feedback about involvement

As part of our 2022 Resident Satisfaction Survey, we asked about involvement. We wanted to understand what you might want to be involved with, and how.

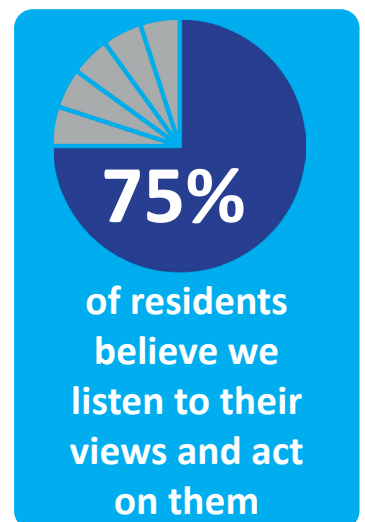
Residents told us they wanted to represent themselves and be directly involved in matters that affected them. The preference was to do this by talking to their Housing Officer or Asset Management Officer.

## What do we want it to do?

The purpose of resident involvement is to develop the best possible services.

Meaningful involvement means greater impact. It leads to better decision making. It builds greater trust.

Involvement needs to be flexible, with lots of opportunities on offer. We want you to be able to see the impact involvement has and know how feedback has shaped the design and delivery of our services.



# Ways to get involved

- > By talking to your Housing Officer, Community Development Officer, or another member of staff, and talking about what matters to you, you are already involved in shaping the services which you receive.



*Herman Valentin  
Community Development Officer*

There are also many other ways to get involved with us.

> We want feedback about the big decisions. Every six months we will publish information on our website and in this In Touch magazine about what we are prioritising for action.

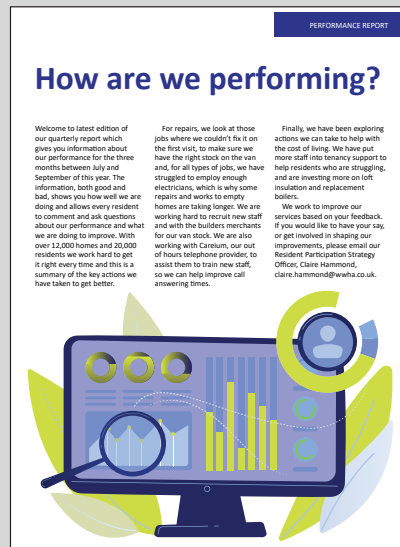
> We will email or write to residents who tell us they want more involvement in our business operations.

> We will listen to you and arrange one-to-one discussions to understand what matters and what may help resolve problems.

> We will listen to your community and arrange meetings, where necessary, for groups of residents to share their views and debate solutions.

> We will prepare action plans for residents, us, and other stakeholders where appropriate, agreeing local service delivery arrangements.

> We will make policies, reports and evaluation information available on our website and on request.



# Resident Participation Steering Group

- > Our Resident Participation Steering Group (RPSG) is a group of up to 18 residents, from across Wales who help guide the way we involve residents. They help us with how to engage with as many as possible.

They are supported by our Resident Participation Strategy Officer. Members are given group and one-to-one support and training, including developing their digital skills, to help them play an active part in meetings.

If you are interested in finding out more, or joining RPSG, please contact **Claire Hammond, Resident Participation Strategy Officer**, [claire.hammond@wwha.co.uk](mailto:claire.hammond@wwha.co.uk)

**07766 832 692**

To read our **Resident Involvement Strategy** in full, visit [wwha.co.uk](http://wwha.co.uk)



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*Residents need a voice and our group gives that voice!*

*It's important to have new members, who bring new ideas and views to the group.*

*Our input has made a difference.*

*Sian Hope  
RPSG member*