

Involving Communities Conference

Presentation by Colm McQuillan and Paul Lynch

Context

- Recently implemented our Community Involvement Strategy 2014-2016
- Currently preparing our response to the SHRP draft Tenant Engagement Strategy

The Housing Executive Objectives

- Objective 3 Building Stronger Communities
- Objective 4 Delivering Quality Services

Strategic Review 2013

WHY??

Strategic Methodology

- SWOT Analysis
- Stakeholder Analysis
- Who With-- Community Networks
 - Community Workers
 - Housing Executive Staff
 - Housing Executive Senior Management Team
 - SCNI

Key Findings

- Strengths- 26 identified
 - You get real time feedback
 - Over 500 community groups engaged
 - SCNI are good independent facilitators
- Weaknesses-39 identified
 - Housing Executive unclear as to what they want
 - Structures don't fit the new way of working
 - Lack of uniformity throughout Northern Ireland
- Opportunities-17 identified
 - Have a vision and say what you expect
 - NIHE to be held accountable by its tenants
 - Empower local staff and managers

Key Findings

- Threats-7 identified
 - Uncertainty and rumour
 - Insufficient funding
 - Weaken Housing Executive and loose consultation

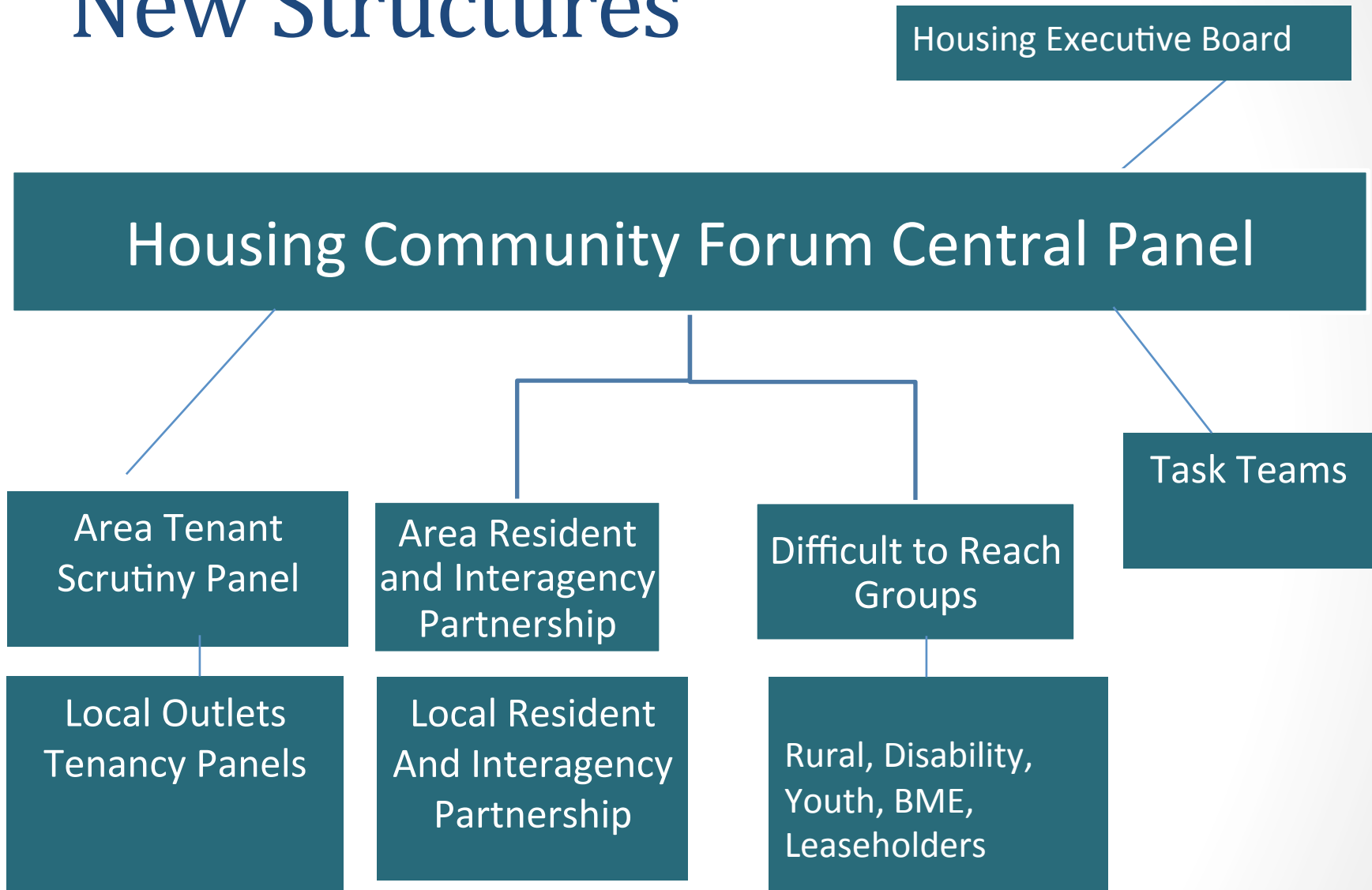
The Process

- Draft Strategic Plan delivered and consulted on with Key Stakeholders
- Plan amended
- Final Plan Delivered
- Debriefing offered to contributors
- Implementation Plan monitored quarterly-By Central Housing Forum and Housing Executive

Key Outcomes

- **A NEW VISION**
- To work in active and meaningful partnership with our communities, to give residents a real say in making their neighbourhoods better places in which to live

New Structures



Outcomes

- Scrutiny Panels become part of the Business Planning Process
- All new Housing Executive policies are consulted on with the Housing Community Network
- Central Housing Forum meet with the Housing Executive Board twice each year(two way feedback)
- Tenants/Residents hold the Housing Executive to account
 - Scrutiny Panels
 - Interagency Groups
 - Central Housing Forum
- Tenants/Residents become part of the Business Improvement Process
- Housing Executive commitment to extensive funding approx. £4million in 2014-2015.

Essential Customer feedback

- CTOS
- Mystery Shopping
- Community Conference
- Community Groups
- Political representatives
- Scrutiny Panels
- Resident and Interagency Groups
- Difficult to reach groups
- Task Teams
- Central Housing Forum

Support

- SCNI provide independent support to Community Groups and to the Housing Community Network—**Thank You**
- Housing Executive staff provide support to community groups and individual tenants-**Thank You**
- **A culture of trust and interdependence must be central to the implementation of the Strategy.**