



Co-regulation Champion

Awarded by the TSA,
January 2011

The starting line-up

Family Housing Association is an independent registered provider based in Birmingham, providing more than 2,100 homes across the West Midlands.

More than a landlord, we work with our residents, local communities and partners to make our homes and the surrounding neighbourhoods places where people want and choose to live.

Vital stats

- ▶ 2,100 properties.
- ▶ Pepper-potted stock.
- ▶ More than 60% ethnic minority groups.
- ▶ High number of single occupancy households and lone parents.
- ▶ 59% of stock in 11 most deprived wards in Birmingham.
- ▶ 1 full-time and 2 part-time members of staff dedicated to the Resident Involvement Team.

Top of the league

In January 2011, the Tenant Services Authority (TSA) recognised Family Housing as a 'Co-regulation Champion'. The TSA selected ten champions from across the country, with Family Housing being the smallest and the only organisation based in the West Midlands.

As a co-regulation champion we want to share our experiences and demonstrate how co-regulation can make a real difference to service delivery.



Raising the game

Customer 1st, Family's involvement programme

In March 2008, we launched a new resident involvement framework, called Customer 1st. The framework offers a menu of involvement opportunities, from informal ad hoc events to more formal meetings, allowing residents with differing interests and commitment levels to have their say.

Service groups

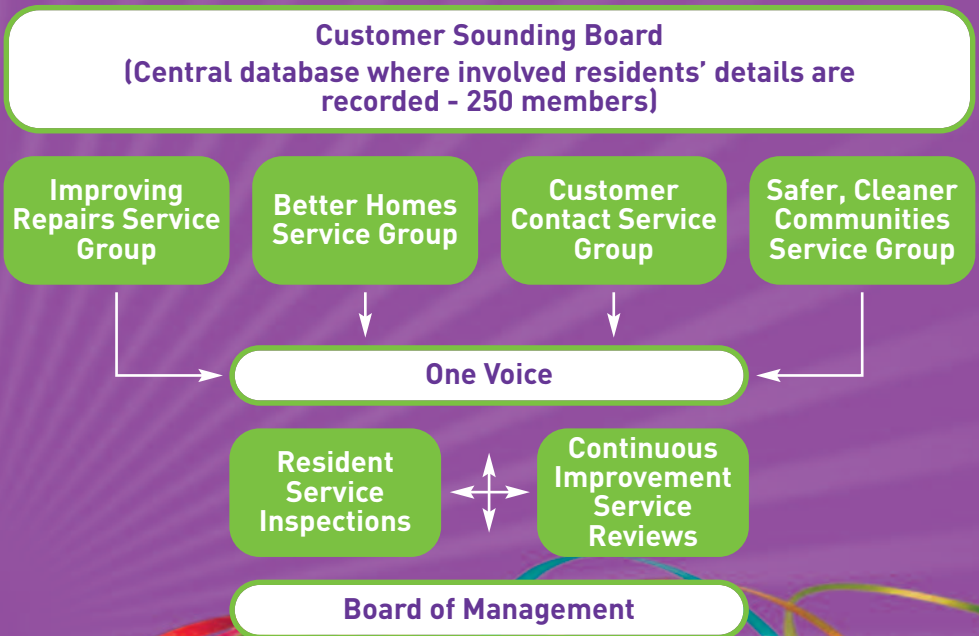
The hub of our involvement activities is our four service groups. They represent the priority service areas for our residents.

One Voice

One Voice is made up of tenant representatives from each service group. The group operates at a strategic level, with responsibility for cross-cutting activities. Tenant board members and co-optees are automatically placed on the group to provide a pivotal link between tenants and the Board.

Inspections and continuous improvement

One Voice commissions service reviews to ensure tenants' priority areas are targeted. These inspections and recommendations inform service improvement plans with delivery monitored by the relevant service group.



Latest results

- › Residents' satisfaction with their views being taken into account has risen by more than 20% to 76%.
- › 75% of involved residents are satisfied with the Customer 1st programme.
- › 13% of residents are involved or have expressed an interest to become involved.
- › We now have three tenant board members and one tenant co-optee.
- › One Voice reports directly to Board, playing a key role in co-regulation.

Top tips

One size does not fit all

Provide flexibility for formal, informal and ad hoc involvement.

One step at a time

We embedded the service groups and the Customer 1st framework before introducing One Voice and tenant inspectors. This avoided over-burdening residents or scaring people away.

Too much information!

Strike the right balance between enough detail and too much information. Working with our tenants we established priority areas and found more effective ways to present information.

Don't reinvent the wheel

By learning from others and sharing ideas and good practice, we were able to start from a good foundation rather than a blank page.

If you would like any further information please contact us at:

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