

MAGNA HOUSING

COMMUNITY INVOLVEMENT POLICY

Introduction

1. Magna's Purpose is "To help people meet their housing needs". To help achieve this Magna takes part in community involvement activities in areas where it owns or manages properties to help to improve services to our residents and the areas where they live.
2. Magna meets the requirements of the Neighbourhood and Community Standard set out in the Homes and Communities Agency (HCA) Regulatory Framework for Social Housing 2012. This policy expands on what these requirements are and how we meet them.
3. This policy will be reviewed and updated annually and is the responsibility of the Head of Sheltered Housing and Support Services and the Head of Housing Services.

The role of this policy

4. The role of this policy is to set out what community involvement is and how Magna gets involved. It is a high level policy and does not contain all of the documents that Magna uses to promote community involvement. It does refer to them and sets out Magna's overall approach to community involvement and how it meets the requirements of the regulatory framework.

What is Magna?

5. Magna is a registered provider (RP). Magna owns and manages just over 9,000 homes and works with local communities to help promote social, environmental and economic well being in the areas where it owns and manages homes.
6. Our Purpose is supported by our strategic objectives (SOs). These are the broad areas in which we have to perform well in order to be able to achieve our Purpose. The SOs that are particularly relevant to this Policy are 'to provide high quality services', and 'to achieve VfM in the use of our resources.'

What is community involvement?

7. For Magna, community involvement means working closely with others to improve services to our residents and where they live. This approach will often benefit the wider community too.

What does the regulatory framework say?

8. The Regulatory Framework for Social Housing 2012 requires RPs to co-operate with relevant partners to help promote social, environmental and economic wellbeing in the areas where they own properties.
9. The expectation set out in the neighbourhood and community standard is that registered providers, having taken account of their presence and impact within the areas where they own properties, shall:
 - 9.1 Identify and publish the roles they are able to play within the areas where they have properties.
 - 9.2 Co-operate with local partnership arrangements and strategic housing functions of local authorities where they are able to assist them in achieving their objectives.

Other Magna policies and service standards relevant to community involvement

10. Magna has published service standards which demonstrate how their work is intended to benefit local communities. These include local area co-operation, tenancy, estate management, anti-social behaviour, neighbourhood, and tenancy standards.
11. In addition Magna set aside a community improvement budget which is administered in partnership with residents. The purpose of this budget is to improve areas where our residents live where there is no other budget to do this. Examples of community improvements are improved car parking facilities, bicycle and mobility scooter storage at blocks of flats, CCTV in areas where residents are suffering from nuisance and anti-social behaviour, and improvements to communal gardens and areas which improve the areas where our residents live.

Our relevant partners

12. Our relevant partners include local authorities, the police and fire services. county, town and parish councils, health services, other housing providers and voluntary and community organisations.
13. The Board has decided that Magna will concentrate its stock holdings in seven local authority areas. These core areas are West Somerset, Taunton Deane, Sedgemoor, South Somerset, West Dorset, North

Dorset and Weymouth and Portland. We currently own and manage housing in 16 different local authority areas. Our presence and impact within some of these areas is limited and often these areas are further away from our office bases. We will concentrate our community involvement efforts in our core areas.

Our roles

14. Within the core areas, we will help promote social, environmental and economic wellbeing in the following ways, subject to Magna's other policies:
 - 14.1 Meeting housing need and improving housing conditions.
 - 14.2 Providing support to help people to live independently in their own homes.
 - 14.3 Promoting the health and wellbeing of older people and people with support needs.
 - 14.4 Working with others to assist with crime and disorder reduction.
 - 14.5 Community safety, including fire safety.
 - 14.6 Money matters and welfare benefits advice.
 - 14.7 Helping to tackle fuel poverty.
 - 14.8 Supporting the local economy through employment and purchasing goods.
 - 14.9 Providing employment and training.
 - 14.10 Using Magna's community improvement funds to benefit residents in the areas where they live.
15. Occasionally Magna's role may put it in conflict with the local community. In these situations we will take time to explain the rationale for our decisions and, where it is possible, to modify or adapt our plans to take account of community feedback.

How do we get involved?

Supporting local authorities and strategic partnerships in our core areas

16. We work at all levels with relevant partners to influence how local services are provided to better meet the needs of our residents and wider community.
17. We will support strategic partnerships and housing forums in our core areas of operation. We will play a role in facilitating and contributing to local plans and agreements; promote our role to our residents and partners; share information where there is a protocol in place to do so; consult with relevant partners about our work through publications, our website and at meetings.

Supporting residents and communities

19. We work with residents and others to help maintain and improve areas where we own or manage properties. We do this by:

- 19.1 Working closely with and involving our residents to help us understand the needs of the community.
- 19.2 Agreeing service standards, procedures and protocols with residents and other stakeholders and monitoring the effectiveness of them.
- 19.3 Communicating effectively with our residents and partners about what we are doing in the community and what we want to achieve.
- 19.4 Encouraging our staff to work with other organisations to promote and to support community projects.
- 19.5 Promoting and holding our own community events
- 19.6 Helping and assisting residents, where appropriate, to hold community events.
- 19.7 Sponsoring community activities, where appropriate.
- 19.8 Setting aside an annual community improvement budget.
- 19.9 Promoting our community improvement fund with residents and community organisations and welcoming applications for projects that will benefit our residents.

Promoting Magna

- 20. Magna provides a variety of housing-related services which benefit the wider community. These services complement housing services and help us to support our residents.
- 21. Magna will publish relevant policies, procedures and service standards on community involvement.
- 22. Magna have staff to help involve residents and to promote Magna in the community where it owns property, maintain and improve the neighbourhoods where we have properties, and work with residents and others to support community projects and initiatives that benefit Magna and its residents.

Measuring the impact of community involvement

- 23. Magna will measure the impact of its community involvement by:
 - 23.1 Obtaining partners' views about what we do and the difference we have made;
 - 23.2 Assessing the impact of community events by listening to what people tell us, feed back what we have done and assess the difference it has made; and
 - 23.3 Assessing the impact that community improvements carried out using the community improvement fund have on residents.

Value for money (VfM)

- 24. Good quality community involvement should improve our estates, areas where residents live and services to residents. This should in turn

increase resident satisfaction with Magna and benefit local communities. Magna's community involvement activities will be reviewed regularly. We will ensure we are focusing on the right areas to achieve the best outcomes for Magna, our residents and relevant partners.

CONCLUSION

25. The purpose of community involvement in Magna is to improve services to our residents and the areas where they live. To achieve this, Magna aims to co-operate with relevant partners to help promote social, environmental and economic well-being in its core areas.
26. Magna has many partners both statutory and voluntary and will work with them in our core areas of operation.
27. To ensure we achieve VfM, Magna will assess the impact of community involvement annually by measuring what resources are used and the benefits to Magna and our residents.