

SMHA

Shaping Community

SMHA is at the heart of the Short Strand community and we provide an excellent local service to our tenants in Clonard and Poleglass. We have been active within Short Strand for 40 years having been formed by local people wanting to improve their area.

Shaping Community is a plan which draws together on existing SMHA work in the areas of community involvement, investment, participation and financial inclusion. SMHA is seeking to improve our strategic approach in these areas and have a plan for coming years.

SMHA believes partnership can improve how we deliver a housing service. We aim for the approach outlined to be compliant, empowering and produce tangible benefits.

The St Matthews Plan outlines our vision and values and reinforces our belief that being at the heart of our community will deliver what is best for our community. In embracing the need to consistently engage with our community we also seek to find ways for participation in all the work we do within our community and the outcomes we hope to achieve.

Our Vision

Striving for excellence as a community-based housing association in Ireland

Mission Statement

Quality, affordable housing locally

Values

We are committed to Community

We are committed to Quality

We are Reliable

We respect the need for Trust

We have always had a Tenant Focus

We are always Professional

SMHA Board and staff are committed to involvement and participation. We recognise the regulatory commitments of the Tenants Guarantee and Housing Association Guide but beyond this wish to embrace the aspiration of our own Tenant and Voluntary Community Compact and encourage greater involvement and participation, identifying the following objectives for Shaping Community:-

- Inform - Informing residents
- Consult - Consulting with residents
- Empower - Empowering residents
- Partnership - Partnership with the wider community
- Measure - Measuring outputs

Inform – we will provide information that is accurate and relevant and consistent with our obligations as a social landlord.

What	When	Why	Target and Report Back for 2019/20
Tenants Handbook	Issued to every new tenant at sign-up and published on our website	To be clear on tenants' rights and responsibilities and assist people on finding their way when they first become tenants	100% of new tenants at sign up Achieved
Tenant's Guarantee	Issued to every new tenant at sign-up	So that tenants are aware of the obligations of every housing association that are set by the Department for Communities	100% of new tenants at sign up Achieved
New tenancy Visit	4-6 weeks after a tenancy commences	To see that a household is settling in and to answer any queries or deal with any issues	100% of new tenants post sign-up Achieved
Information Leaflets	At sign up or periodically when relevant	To provide information on key aspects of policy or service provision e.g. welfare reform, tenancy fraud etc.	100% of all tenants Achieved
Annual Report	Annually	To report on the Association's performance and financial accounts. To also highlight key areas of policy or service provision	100% of all tenants and stakeholders annually in summer/early Autumn Achieved

Newsletter	Annually	To deliver an informative newsletter to all residents to provide information on key areas of policy or service provision directly of interest to tenants	100% of all tenants annually in winter/early Spring Achieved
SMHA Website	On-going	To provide relevant up to date information on our housing service	On-going. Updated at least annually Achieved

Consult – we will consult tenants on issues that affect them

What	When	Why	Target
Consult on proposed developments	When seeking planning permission on new developments	To take on board the views of our tenants and wider community. This will sometimes be done via partner development agents such as APEX HA	100% of new developments Achieved
Consult on major works	Annually – those affected by major works or component replacements	To ensure tenants views are taken on board and to explain what will happen and how long it might take	100% of all tenants affected by major work or component replacement to be contacted Achieved
Liaise with local resident fora and groups	At least Annually, often more	To inform on policy and service provision and to take feedback from community representatives on important matters, such as Short Strand Partnership and Clonard Residents Group	Quarterly meetings with Short Strand Partnership Forum Annual meeting Short Strand Community Forum Annual meeting for Clonard tenants facilitated through Clonard Residents Association (also inviting Poleglass residents) Partly achieved. SSP meetings largely centred around the Belfast Waterside development. Unable to arrange public meeting with Clonard/Poleglass residents this year.
Tenants meetings	Periodically when relevant	To provide information on key aspects of policy or service provision or specific issues	100% of all tenants affected by relevant issue to be invited and receive feedback Achieved

Empower – we will seek to empower our communities to become involved and have an active voice in shaping how SMHA is active in the community

What	When	Why	Target
Tenant Representation on our Board of management	On-going	Our governing administrative documents enshrine the right to at least two tenants to be members of our Board of Management at any given time	On-going. 2017 - 3 tenants are board members Not Achieved – currently 1 tenant board member. Board to prioritise minimum number of tenant representation on Board.
Supporting community groups locally	On-going	Attending, supporting and inputting into the works of representative groups notably the Short Strand Partnership Forum	CEx and Board to be regularly involved and informed on the works of these groups Achieved
Community Investment	Annually	Financial and other support for community groups locally to help them in their work assisting the Association in betterment of the community	1% of annual turnover to be dedicated to community investment and financial inclusion measures Achieved – breakdown at end of report back
Financial Inclusion	Various annually	Recognising access to people in our communities to affordable financial and insurance products is limited	1% of annual turnover to be dedicated to community investment and financial inclusion measures – including tenants homes contents insurance scheme and Credit Union saving scheme Achieved – albeit now under review. The value of the insurance scheme is being reviewed and may not be renewed and low-take up of CU scheme - with monies deployed elsewhere
Accessing our service	On-going	To assure tenants we will provide a locally accessible housing service for all their needs for the duration of their tenancy	Maintain locally based office within 5 minutes' walk for over 80% of our tenants and facilitate home visits on request to those further away Achieved

Partnership – we want to work in partnership with our sectoral colleagues, NIHE and all our residents, including established residents representative groups.

What	When	Why	Target
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Work with you	On-going. Any time a tenant has a query, question, issue, complaint about any aspect of our housing service we will help them through to a satisfactory outcome	To ensure tenants experience an excellent service with SMHA as their landlord and to help us challenging weaker aspects of our service that need to improve	100% of all tenants complaints handled successfully to a satisfactory outcome 100% of ASB complaints handled successfully to a satisfactory outcome 100% of tenant repairs compliment slips to be recorded and acted on where negative comment is made All Achieved
Work with community representative groups	On-going	Our staff and Board wish to work closely with representative groups such as Short Strand Partnership Forum to get the best for our tenants and our community	CEx and Board to be regularly involved and informed on the works of these groups Achieved. Various community representative groups attain support from SMHA
SMHA Tenant and Voluntary Community Compact	On-going	Implement the objectives contained our formal Tenant and VCS compact to maximise tenant participation in our housing service	100% implementation of objectives annually Achieved and on-going
Working with Statutory Agencies (e.g. NIHE, Police etc.)	On-going	To work in implementing key policy and service areas for the benefit of our community	On-going engagement Achieved and on-going

Measure – we will seek to measure the impact of our work

What	When	Why	Target
Record and report positive outcomes in all performance areas	On-going/annually. We record a number of performance data indicative of a responsive and good performing housing service and report in our publications.	To ensure tenants experience an excellent service with SMHA as their landlord and to help us challenging weaker aspects of our service that need to improve	100% of all performance outputs to reported annually through annual report and develop new output measures related to our Shaping Community Plan objectives Achieved
Resident Satisfaction Survey	Every 2 years	Measure satisfaction generally amongst all residents and develop survey questions directly related to Shaping Community Plan objectives	Survey to be taken in Autumn every two years and benchmarked with the wider sector Achieved – last one Autumn 2019, next one Autumn 2021

Implement and report on 1% community investment/financial inclusion commitments	Annually	Record and report on the outputs of the commitment to expend 1% of our annual turnover directly on these aspirations	100% of expenditure recorded and reported on totalling 1% of annual turnover Achieved
Engage with the wider HA sector	On-going	Source good practice on community support, activity and wider participation within the HA sector	100% implementation of objectives annually Achieved and on-going

Financial Inclusion and Community Initiatives Support – 1% of turnover. Achievements in 2019/20

By way of financial inclusion, there has been no take-up of our matched savings scheme with Credit Unions. In all likelihood, the vast majority of our tenants are already with our local vibrant credit union. In terms of the free provision of tenant contents insurance, the cost to SMHA for this year was £6,029. As there have been no claims these last 3 years, members have requested for this product not to be renewed and monies deployed in other ways.

By way of support to local community groups, initiatives etc. we expended the following:-

Doyle Youth Club Football Team trip to Boston – Donation - £1,000

Doyle Youth Club (football kit, reversing pool table, music system – Donation £1,030

Short Strand Senior Citizens Forum home visiting service – Donation - £1,000

Short Strand Community Forum – After Schools Club – Donation - £1,000

St Matthews Football Club – Video analysis equipment – Donation - £1,000

Total expended on Financial Inclusion and Community Support Initiatives - £11,059 – equal to 0.98% of income turnover £1.12M for 2019/20 turnover