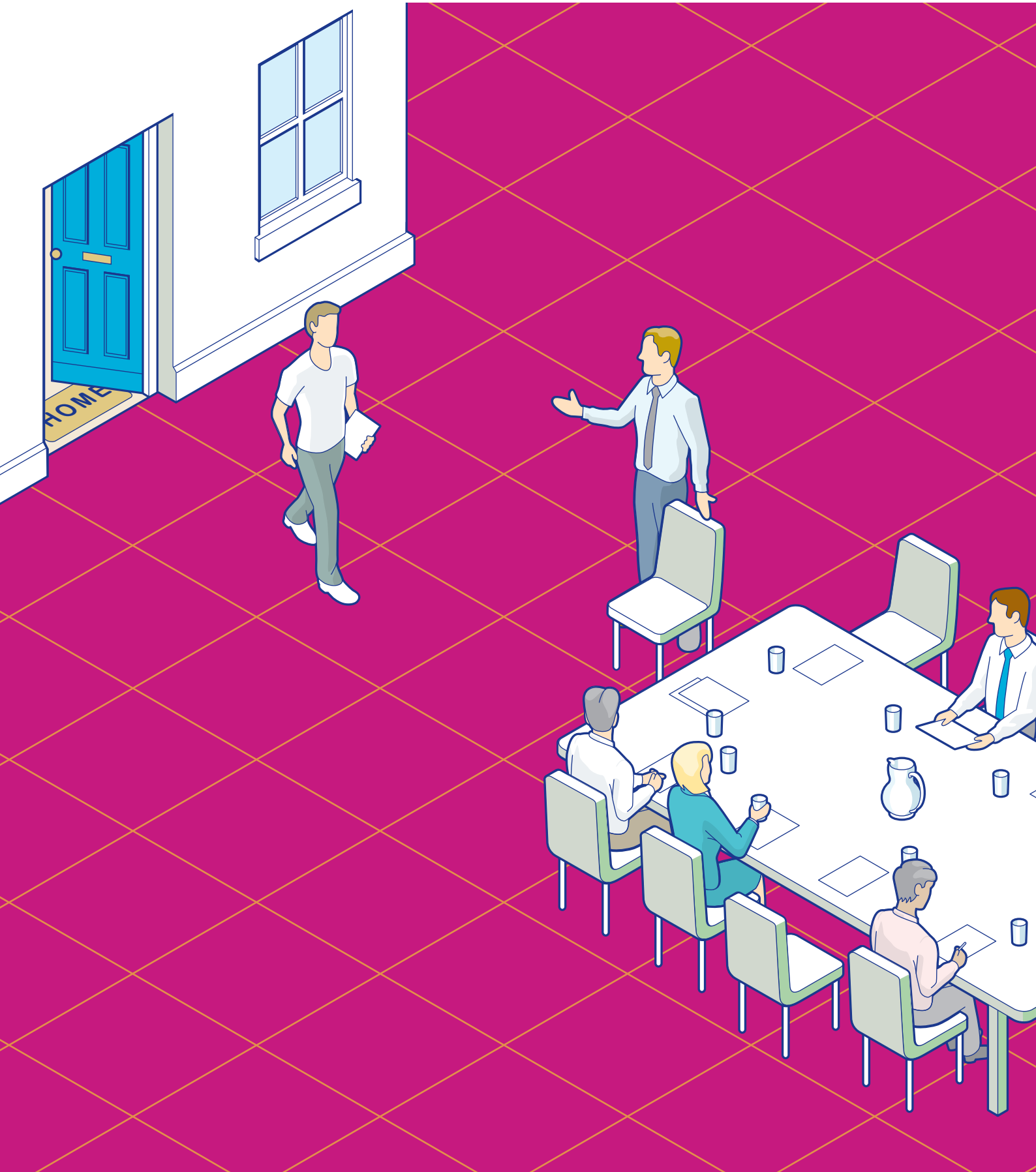
Shaping Your Community



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Shaping Your Community: Apex Community Involvement Strategy 2014~2017

Foreword

At Apex Housing Association we are committed to working in partnership with our tenants and residents, by providing a range of opportunities for them to become involved in their community and the decisions that affect them.

With over 4,300 tenants and residents at 1 April 2014, Apex provides a wide range of services in different settings across Northern Ireland. 'Shaping Your Community: Apex Community Involvement Strategy 2014~2017' seeks to provide opportunities for tenants and residents to become involved in the decisions that affect them and in activities that can help in improving their quality of life and that of their community.

In endeavouring to maximise involvement opportunities and the benefits it can bring, we have sought to ensure compliance with regulations, standards and best practice relating to involvement.

Through implementation of Shaping Your Community, we want to empower our tenants and residents, make our communities sustainable, ensure equality of opportunity and improve the services we deliver. We are committed to sharing information, consulting tenants and residents about decisions that affect them, and developing and promoting opportunities for them to become involved. Shaping Your Community explains how and why we do this and the ways in which tenants and residents can become involved.

I would like to thank all those who assisted with the development of Shaping Your Community.

We will continue to work in partnership with our tenants, residents and stakeholders to ensure effective involvement and the delivery of high quality services.

Gerald E Kelly
Chief Executive
Apex

1. Welcome

This is the fifth Community Involvement Strategy developed by Apex in consultation with interested parties. Shaping Your Community, our Strategy for 2014~2017 reflects our commitment to partnership working to improve the quality of our housing and related services.

Development and implementation of Shaping Your Community seeks to promote equality of opportunity. We will promote equal access to services by responding to the different needs and service requirements of people regardless of religious belief, political opinion, ethnic group, age, marital status, gender, sexual orientation or disability.

Shaping Your Community will endeavour to put our tenants and residents at the centre of what we do and how we do it. We are inviting people to become involved, offer an opinion, comment on our services and challenge us to improve. We are offering opportunities for people to be involved at a level which they choose.

As we launch our Strategy for 2014~2017, our challenge is to continue to ensure effective involvement that complies with standards and best practice, empowers tenants and residents and brings tangible benefits to our communities.

Shaping Your Community:

- details the standards, best practice and feedback we have considered in developing our Strategy;
- sets out our aims and objectives for involvement over the next three years;
- outlines what has been achieved to date by working in partnership with our communities;
- defines the standards our tenants and residents can expect in regard to information, consultation and involvement;
- details the resources we will commit to deliver effective involvement;
- outlines the ways in which our tenants and residents can become involved;
- sets out what we will deliver over the next three years; and
- sets out how we will monitor, evaluate and report on implementation of the Strategy.

Apex is firmly committed to working in partnership with our communities to achieve this.

II. Standards, Best Practice & Consultation

Apex is committed to:

- providing the highest quality services;
- ensuring compliance with legislative and regulatory requirements;
- implementing best practice; and
- the effective involvement of our tenants, residents and the wider community.

Our new Strategy has taken account of

Regulatory Requirements and Minimum Standards:

- The Tenants Guarantee (Department for Social Development);
- Housing Association Guide (Department for Social Development);
- The Minimum Standards for Nursing Homes, Residential Care Homes and Domiciliary Care Agencies (Department of Health Social Services and Public Safety); and
- The Quality Assessment Framework (QAF 2) (Supporting People).

Best Practice:

- Housing Association and Housing Executive approaches to involvement and participation;
- Supporting Communities NI (SCNI) and Tenant Participation Advisory Service (TPAS) guidance;
- community and voluntary sector partnership working examples of best practice;
- guidance from organisations including Northern Ireland Federation of Housing Associations (NIFHA), Chartered Institute of Housing (CIH) and the Housing Rights Services (HRS); and
- CHS Code of Practice (Sheltered Housing).

Consultation and Feedback:

- feedback from tenants, residents and stakeholder satisfaction surveys 2011~2014;
- feedback from mystery shopping, tenant-led inspections, customer journey mapping and telephone surveys in 2011~2014;
- feedback from tenants and residents meetings;
- feedback from 'next of kin' following Scheme Service Reviews;
- Activities Benchmarking Audit (Supported Living) 2013;
- Annual Review of Tenant Involvement;
- feedback from Families Forum in 2013;
- feedback from DSD Inspections, Regulation and Quality Improvement Authority Inspections and Supporting People Validation Visits;
- consultation with Tenants Forum 2014;
- consultation with Supporting Communities (NI); and
- consultation with staff.

III. Aims & Objectives

Aims & Objectives

At Apex our Vision, Mission and Values underpin everything we do. What we hope to achieve through Shaping Your Community is therefore based on:

Our Vision

For every person to enjoy great quality homes and support, in vibrant and caring communities.

Our Mission

Apex leads the way in building sustainable communities through the delivery of quality, affordable homes including tailored support and care services.

Our Values

We care ~
we want to make a positive difference to people's lives.

We take ownership ~
we are all responsible for ensuring we deliver our mission.

We do things well ~
we lead the way, we aim to get it right and to continuously improve.

We work together ~
we collaborate to get the best result.

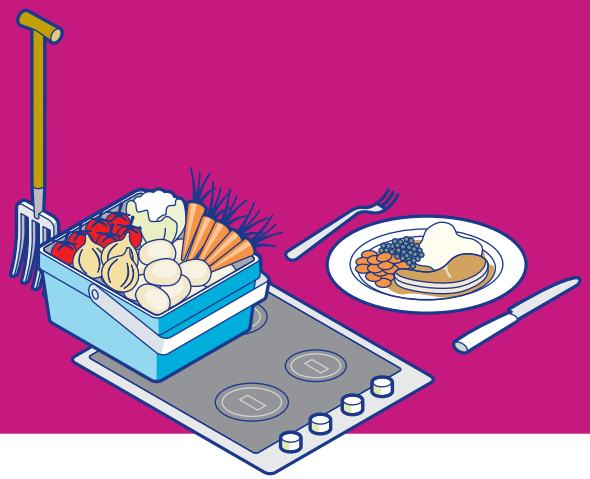
We show respect ~
we are respectful of and courteous to everyone we come in contact with.

In implementing Shaping Your Community, our objectives will be:

- to provide information that is accurate, relevant, timely accessible and meets legal and best practice requirements;
- to consult tenants and residents on proposals that affect them and advise them of the outcome;
- to empower tenants and residents to become involved in ways which suit them, in areas such as policy decisions, performance monitoring and community involvement activities;
- to enhance neighbourhoods and build community spirit and involvement through partnership working, supporting communities and events, and exploring funding opportunities; and
- to measure the impact of Shaping Your Community by reviewing progress, monitoring outcomes and seeking continuous improvement.

Appendices 1 and 2 set out the action we will take to achieve this.

IV. What we have achieved



Since 1999 much has been achieved and real and effective involvement is evident at all levels within Apex. Our key achievements at March 2014 included:

- ongoing implementation of our Community Involvement Strategy;
- development and implementation of policies and procedures for the delivery of community involvement;
- appointment of the Chair of the Community Involvement Forum and the Supported Living Representative to our Board of Management;
- staff resources that include
  - a dedicated Community Involvement Officer to co-ordinate community involvement activity within general needs,
  - a Community Involvement Co-ordinator progressing community involvement activity within Supported Living, and
  - dedicated time from staff working with tenants and residents to deliver participation and community involvement activity within estates and schemes;
- development and ongoing support of the Community Involvement Forum;
- support for new and existing tenants associations across Northern Ireland;
- delivery of training for staff and tenants;
- provision of community facilities at Cornshell Fields and Ferndale/Fernabbey, Derry~Londonderry and at the Glen Community Complex, Suffolk Road, Belfast;
- an annual budget for community involvement activity;
- an annual budget for the Community Involvement Forum Grants Scheme;
- access to external funding of more than £6m (at 31 March 2014) to take forward community involvement initiatives independently and in partnership with community and voluntary organisations;
- fundraising of £194,000 (at 31 March 2014) for our African communities;
- production of *The Apex Observer* magazine twice a year;
- involvement of tenants in monitoring our performance through initiatives including satisfaction surveys, mystery shopping and tenant-led inspections; and
- support for our tenants through implementation of our Corporate Responsibility Strategy and Financial Inclusion/Welfare Reform Strategy.

V. Apex Involvement Standards

To facilitate maximum participation we will:

- implement minimum standards relating to information, consultation and involvement that comply with the requirements set out at Section II;
- provide a menu of options for involvement as set out in Section VII;
- maximise the potential for involvement by promoting opportunities through a range of media including the *Tenants Handbook, Residents Guide*, pre-tenancy and post tenancy meetings, *The Apex Observer*, the Apex website, the Apex text messaging service and tenant and resident events;
- provide relevant information in a range of formats and through a range of media, ensuring the needs of our diverse client groups are met;
- provide resources as set out at Section VI to facilitate implementation of the Strategy;
- provide a range of support to staff, tenants, residents and interested parties to develop effective involvement including sharing information, consultation, staff and tenant training, funding and other resources;
- consult on key areas of policy that affect tenants and residents including policies relating to housing management, repairs and maintenance, charging, consultation and involvement;
- work in partnership to develop and deliver activities programmes that promote community involvement;
- utilise Apex's Common Fund to provide financial support to charitable organisations delivering community services available to Apex tenants and residents; and
- provide feedback on outcomes.

VI. Resources

Apex is committed to the effective implementation of community involvement. To ensure this, the following resources are currently in place and will be reviewed annually to ensure the successful implementation of Shaping Your Community:

- commitment of the Chief Executive and Directors;
- employment of a Community Involvement Officer, specifically dedicated to co-ordinate implementation of the Strategy within general needs;
- employment of a Community Involvement Co-ordinator, specifically dedicated to deliver implementation of the Strategy within Supported Living;
- employment of essential skills staff to deliver training, education and activities programmes at Springwell House, Belfast and The Strand Foyer, Derry~Londonderry;
- dedicated staff time to promote and deliver community involvement;
- commitment to seek external funding to deliver community involvement initiatives;
- support from key staff through attendance at meetings including Community Involvement Forum, annual families meetings, local area meetings, residents meetings, etc.;
- budget for community involvement activities;
- budget for the Community Involvement Forum Grants Scheme;
- access to training for staff, tenants and residents;
- financial support/expenses to assist tenants and residents to become involved;
- guidance and support for tenant representatives/community champions and tenants groups;
- community units in a number of areas and access to facilities to hold meetings;
- access to a wide variety of information in a range of formats, through a range of media;
- publication of *The Apex Observer* magazine twice a year with opportunities to include articles for publication;
- involvement in consultation exercises on key areas of policy and performance monitoring;
- development and implementation of activities in Supported Living & General Needs Housing;
- support via the Corporate Responsibility Strategy and Financial Inclusion/Welfare Reform Strategy; and
- electronic communication facilities including the Apex website, text messaging service and computer facilities at a number of locations.

VII. How to get involved

Apex offers a range of ways to enable tenants and residents to become involved at a time and in a way that best suits them. We welcome involvement in helping us to improve the services we deliver. Tenants and residents can do this in a number of ways.

Ways to get involved in Shaping Your Community

Information:

- give feedback to assist us in providing relevant information in a way that meets the needs of all our tenants, residents and interested parties;
- assist us in sharing information;
- contribute to *The Apex Observer* magazine; and
- attend meetings and events where information is shared.

Consultation:

- provide feedback on key areas of service delivery via satisfaction surveys, tenants meetings, etc.;
- become involved in consultation exercises that focus on key policies that affect tenants and residents;
- make suggestions on how we could improve service delivery via the Suggestion Box; and
- become involved in initiatives such as customer journey mapping.

Participation:

- help to shape services by completing satisfaction surveys and providing feedback through the various consultation mechanisms;
- help to shape services by getting involved in estate visits, mystery shopping, customer journey mapping, tenant-led inspections, etc.;
- participate in tenant/resident meetings;
- become an Active Tenant/Community Champion;
- become a member of a local Tenants Group/Community Association, Tenant/Resident Focus Group;
- become a member of the Tenants Forum;
- be appointed to the Board of Management as Chair of the Tenants Forum or the Supported Living representative; and
- take part in activities designed to encourage community involvement and participation.

Appendix 1: Service Delivery Plan

Service Delivery Plan

The Service Delivery Plan sets out the ongoing action which Apex will take to deliver the Shaping Your Community strategy.

Implementation of Shaping Your Community will be monitored on an ongoing basis and reported on quarterly.

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1. Information

We will provide information that is accurate, relevant, timely, accessible and meets legal and best practice requirements

We will provide:			
What	**When**	**Why**	**Target**
Tenants Handbook / Tenants Guide	When every new tenant or resident signs for their property	So that tenants and residents are aware of their rights and responsibilities and receive other relevant information that may be of assistance.	100% of new tenants and residents at sign up
Tenants Guarantee	When every new tenant signs for their property	So that tenants are aware of the standard of service the Department for Social Development expects Apex to deliver to tenants.	100% of new tenants at sign up
Pre-Tenancy Meeting	4 weeks prior to moving into a new development	To provide information and an opportunity to discuss any relevant issues.	100% of new developments containing 5 or more properties
Commencement of Tenancy Visit	4-6 weeks after tenancy begins	To ensure any tenancy issues arising are addressed.	100% of tenants 4-6 weeks after their tenancy begins
Information Leaflets	At pre-tenancy meetings or upon request	To provide information on key areas of policy and services that may assist tenants and residents.	100% of new tenants and existing tenants on request
The Apex Observer magazine	Twice a year	To update tenants and residents on key areas of operation and provide information on matters relevant to them.	Spring/Summer and Autumn/Winter annually
Apex Website	Ongoing	To update information so that tenants and residents can access information about Apex.	Update monthly
Scheme Leaflet	Annually	To provide information on key areas of activity at each Supported Living scheme so that tenants, residents and their families are kept informed.	Update annually

2. Consultation

We will consult tenants and residents on proposals that affect them and advise them of the outcome of such consultations.

We will provide:			
What	**When**	**Why**	**Target**
Consult on Proposed Developments	Before plans have been submitted for planning approval	To take account of needs and views of stakeholders including: 1. Existing tenants presently living on the site in question. 2. Future tenants who will benefit from the proposal. 3. The community living in close proximity to the site who will be affected by design, traffic flow, construction activity, etc.	100% of new developments
Community Involvement Forum	Quarterly	To consult with and obtain feedback from tenant representatives who are members of the Community Involvement Forum to improve service delivery and respond to matters arising.	Meet quarterly
Annual Scheme Meeting (Supported Living)	Annually	To provide information and receive feedback from tenants/residents/representatives of those living in Supported Living schemes.	Meet annually at each Supported Living Scheme
Tenants Group Meetings (General Needs)	Annually	To provide information and receive feedback from Tenants Groups so that we can continue to improve our services and respond to relevant issues.	Meet annually
Tenants/Residents Meetings (Supported Living)	Quarterly	To provide information and receive feedback from tenants and residents to improve service delivery and respond to matters arising.	Meet quarterly

We will consult tenants and residents on proposals that affect them and advise them of the outcome of such consultations.

We will provide:			
What	**When**	**Why**	**Target**
Suggestion Boxes	Ongoing	To obtain feedback on satisfaction with the services we deliver on an ongoing basis and provide an opportunity for suggestions to improve service delivery.	Provide facility at every office and scheme; collect, respond to and publish feedback in May and October
Customer Journey Mapping (General Needs)	Every 3 years	To obtain customer feedback on how 'user friendly' our policies and procedures are, helping us to improve service delivery.	1 service area every 3 years
Focus Groups (Supported Living)	Annually	To obtain customer feedback on how 'user friendly' our policies and procedures are, helping us to improve service delivery.	1 service area annually
Care/Support Planning (Supported Living)	Ongoing	To ensure that tenant's and resident's individual needs are met through the development and implementation of individual Care/Support Plans.	Develop for every new tenant/resident within 30 days Review at least 6 monthly Review within 7 days, upon request

3. Empowerment

We will empower tenants and residents to become involved in policy development, performance monitoring and community development activities at a level that suits them.

We will provide:

What	When	Why	Target
Training for Tenants	Every 3 years	To enable tenants to participate effectively in the community involvement structures.	31 March 2017
Training for Staff	Every 3 years	To ensure effective delivery of the Community Involvement Strategy.	31 March 2017
Essential Skills Programmes	Annually	To improve the skills of residents at Strand Foyer and Springwell House.	31 March annually
Community Involvement Forum Support	2014~2017	To enable the Community Involvement Forum to operate effectively.	Meet quarterly
Community Involvement Forum Chair, Apex Board Member	Ongoing	To represent the views of General Needs tenants at Apex Board level.	Ongoing
Tenants Forum Grant Fund	Annually	To facilitate the award of grants for community activities.	Annual Budget
Annual Scheme Meeting	Annually	To provide information and receive feedback from representatives of those living in Supported Living to improve service delivery and respond to matters arising.	Annually at each Supported Living Scheme
Supported Living Representative Board Member	Ongoing	To represent the views of residents living in Supported Living Schemes at Board level.	Ongoing
Tenants/Residents Meetings (Supported Living)	Quarterly	To provide information and receive feedback from residents to improve service delivery and respond to matters arising.	Meet quarterly

We will empower tenants and residents to become involved in policy development, performance monitoring and community development activities at a level that suits them.

We will provide:

What	When	Why	Target
Activities Programmes (Supported Living)	Monthly	To empower residents to participate in activities within their local community, helping them maintain health and wellbeing.	Monthly
Comfort Fund	Ongoing	To raise funds and facilitate activities, outings, etc., to improve the quality of life of tenants and residents in Supported Living Schemes.	A minimum of £30 per resident per year
Tenant-Led Inspections	Every 3 years	To ensure that a quality service is being delivered and measure performance in a specific area.	Every 3 years
Customer Journey Mapping	Every 3 years	To review tenant experience of a particular service and improve service delivery.	Every 3 years
Mystery Shopping	Annually	To facilitate the testing of the quality of the services we deliver to tenants and residents.	31 March annually
Active Tenants	Ongoing	To provide a link between Apex and the community in each geographical area.	1 per geographical area

4. Neighbourhoods & Activities

We will seek to develop neighbourhoods and build community spirit and involvement through the development of activities.

We will provide:

What	When	Why	Target
Activities Benchmarking Audit (General Needs)	Every 3 years	To identify priority areas to ensure continuous improvement in the delivery of activities.	Every 3 years
Activities Benchmarking Audit (Supported Living)	Every 3 years	To measure the effectiveness of our activities programmes within Supported Living and ensure continuous improvement.	Every 3 years
Good Neighbour Agreement	Ongoing	To promote good relations between neighbours and deal with issues arising.	75% of new tenants 75% of tenants in existing estates each year
Support to Tenants Associations	Ongoing	To facilitate development of, and provide support to, tenants associations operating within our developments to maximise the participation of tenants.	Meet annually with each tenants association – develop 2 new associations per year
Community Involvement Forum Grant Fund	Annually	To award grants to facilitate community involvement activities.	Award 4 grants annually
Activities Programme (General Needs)	Annually	To develop stable communities and enhance the quality of life of tenants.	30 June annually
Activities Programmes (Supported Living)	Monthly	To inform tenants and residents about activities planned to help them maintain health and wellbeing.	Monthly
Essential Skills Programme	Ongoing	To improve the skills of residents at Strand Foyer and Springwell House.	Review quarterly

4. Neighbourhoods & Activities > *continued*

We will seek to develop neighbourhoods and build community spirit and involvement through the development of activities.

We will provide:

What	When	Why	Target
Comfort Fund	Ongoing	To raise funds and facilitate activities, outings, etc., to improve the quality of life of tenants and residents in Supported Living Schemes.	A minimum of £30 per resident per year
Funding Applications Programme	Ongoing	To facilitate applications for funding to various bodies to enhance the provision of services, activities and events for tenants and residents.	Quarterly Programme
Common Fund	Ongoing	Utilise Apex's Common Fund to provide financial support to charitable organisations delivering community services available to Apex tenants and residents.	Annual Budget
Work in Partnership	Ongoing	To improve the opportunities available to develop community involvement activities and to improve the quality of life of tenants and residents.	Meet annually with community stakeholders in each area
Fundraising for Miwaleni	Ongoing	To encourage staff, tenants and residents to fundraise for the provision of essential facilities for our community in Africa.	Annual Programme

5. Measuring Impact

We will measure the impact of Shaping Your Community by reviewing progress, monitoring outcomes and seeking continuous improvement.

We will provide:

What	When	Why	Target
Tenant Satisfaction Survey (General Needs)	Every 3 years	To obtain feedback on the services we provide and opportunities for improving service delivery.	Survey 25% of tenants by 31 March 2017 and publish the results and action arising within 6 months of completion.
Tenant and Resident Satisfaction Survey (Supported Living)	Annually	To obtain feedback on the services we provide and opportunities for improving service delivery.	Survey all tenants and residents by 31 March and publish the results and action arising within 3 months of completion.
Stakeholder Survey (Professionals) (Supported Living)	Every 3 years	To obtain feedback on the services we provide and opportunities for improving service delivery.	Survey all stakeholders by 31 March 2017 and publish the results and action arising within 3 months of completion.
Telephone Survey (General Needs)	Every 3 years	To obtain feedback on satisfaction with a specific service.	Survey 1% of those who have received a specific service and publish the results and action arising within 3 months of completion.
Sheltered Survey	Annually	To obtain feedback on the services we provide and opportunities for improving service delivery.	Survey 1% of those who have received a specific service and publish the results and action arising within 3 months of completion.

We will measure the impact of Shaping Your Community by reviewing progress, monitoring outcomes and seeking continuous improvement.

We will provide:			
What	**When**	**Why**	**Target**
Tenant-Led Inspections	Every 3 years	To facilitate a 'tenant led' inspection of the standards that we say we meet on a particular service area to ensure they are being met.	Every 3 years
Mystery Shopping	Annually	To enable tenants to measure the impact of our service delivery against our published standards to ensure continuous improvement.	31 March annually
Development Survey	12 months after a new property is built	To obtain feedback on the key attributes of the property and improve the design of future developments.	Survey every tenant 12 months after a property is built
Evaluation of Events	Within 4 weeks of event	To measure key outcomes in the delivery of activities and ensure continuous improvement.	All events costing £500+
Review of Community Involvement Strategy	Quarterly	To measure and report on implementation of the Strategy.	Quarterly
Customer Satisfaction Annual Report	Annually	To report on customer satisfaction outcomes during the previous 12 months and advise on action arising to ensure continuous improvement.	30 June annually
Activities Benchmarking Audit	Every 3 years	To enable us to measure the effectiveness of activities programmes within General Needs and Supported Living and ensure continuous improvement.	Every 3 years

We will measure the impact of Shaping Your Community by reviewing progress, monitoring outcomes and seeking continuous improvement.

We will provide:			
What	**When**	**Why**	**Target**
Board visits to schemes	Ongoing	To monitor the delivery of services to tenants and residents within Supported Living Schemes and ensure continuous improvement.	4 scheme visits annually
Directors visits to schemes	Ongoing	To provide an opportunity for discussion and feedback with staff, tenants and residents regarding service delivery.	2 scheme visits annually
Report on Feedback Cards/Suggestion Box outcomes	Twice a year	To report on feedback received and our response to ensure continuous improvement.	May and October annually
Scheme visits (Supported Living)	At least quarterly	To ensure that the service being delivered meets the required standard.	Monthly visits to Nursing, Residential and Domiciliary Care Registered Schemes; quarterly all other schemes.

Appendix 2: Strategic Improvement Plan

Appendix 2

Strategic Improvement Plan

The Strategic Improvement Plan sets out a number of key actions to be completed by Apex over the next three years in order to improve the delivery of Community Involvement.

Implementation of Shaping Your Community will be monitored on an ongoing basis and reported on quarterly.

Apex will implement the following Improvement Plan during 2014~2107 in order to improve community involvement throughout the communities within which Apex tenants live. The Improvement Plan will be reviewed and may be added to, as feedback is received, best practice is shared and as opportunities arise.

INFORMATION:

What we will do	Why we will do it	We will do it by
Investigate tenant profiling.	To assist targeting resources to maximise benefit to tenants.	31 December 2014
Develop and launch the new Apex website.	To provide timely information in a clear and easily accessible format for all Apex tenants and residents, applicants, partner organisations and stakeholders.	31 March 2015
Upgrade the Housing Management IT System.	To improve the information held by Apex and provided to tenants to ensure effective service delivery.	31 March 2015
Develop Community Newsletters across geographical areas.	To keep tenants and residents informed about what is happening in their area.	31 March 2016
Develop a 'Menu of Participation Options' for tenants.	To provide clear information on the various involvement options for tenants so they can make informed choices about the level at which they want to be involved.	31 March 2015

CONSULTATION:

What we will do	Why we will do it	We will do it by
Review how we provide information on the ways in which we consult.	To maximise the opportunities for participation and ensure they are easily accessible.	31 March 2015
Review the mechanisms for providing feedback on consultation outcomes.	To advise tenants and other interested parties on how their views were responded to following consultation exercises.	31 December 2015

EMPOWERMENT:

What we will do	Why we will do it	We will do it by
Review the role of the Active Tenant/Community Champion.	To support their role on estates.	31 March 2015
Deliver tailored training on Community Involvement for staff and tenants.	To maximise effective participation and positive outcomes, delivering on the objectives of the Strategy.	31 March 2015
Review the structures in place for developing and maintaining partnership arrangements with community and voluntary organisations supporting Apex communities.	To strengthen relations between Apex and partner organisations and maximise the benefits to Apex tenants.	31 March 2015
Investigate the potential to extend the opportunities for placements, apprenticeships and volunteering opportunities.	To encourage unemployed tenants and non-tenants back into employment.	31 March 2015
Extend 'Strive to Work' (the employability initiative) to the Coleraine area in partnership with Business in the Community.	To encourage unemployed tenants and non-tenants back into employment.	31 March 2015
Implement the Financial Inclusion Action Plan.	To equip and support tenants to deal with the impact of welfare reform, manage their income, reduce reliance on high interest loans and encourage a savings culture.	31 March annually
Secure funding and recruit a Financial Inclusion Officer.	To support and empower tenants to manage their finances.	31 December 2014
Investigate the potential to deliver educational programmes on energy efficiency to tenants.	To assist tenants to maximise energy efficiency in their homes.	31 March 2015
Review the Community Involvement Structures.	To ensure effective tenant participation.	31 December 2015

NEIGHBOURHOODS & ACTIVITIES:

What we will do	Why we will do it	We will do it by
Implement the Apex Corporate Responsibility Strategy.	To invest in the long-term sustainability of communities, Apex will implement and report on: • our Community Involvement and Financial Inclusion Strategies as detailed in the relevant action plans; • investment in our people through training and development on an ongoing basis; • how we look after our planet by creating environmental value through a range of green technologies in new and existing communities, promoting energy efficiency to customers and staff and adopting a low carbon approach across our three offices; and • how we assist with improving the lives of other communities through our work in Africa.	31 March annually
Work in partnership to establish a Regeneration Forum for the Tigers Bay/Mountcollyer area, as part of the DSD's Building Successful Communities Programme.	To participate in the development and implementation of an action plan to deliver housing-led regeneration.	31 March 2017
Work with Greater Shantallow Area Partnership.	To develop a housing-led regeneration proposal for the Greater Shantallow area.	31 March 2015
Investigate funding opportunities independently and in partnership.	To deliver programmes that improve the quality of life for tenants and residents and improve the environment in which they live.	31 March annually

NEIGHBOURHOODS & ACTIVITIES: > *continued*

What we will do	Why we will do it	We will do it by
Undertake a Community Audit.	To identify the specific community involvement needs of individual areas/groups so that community involvement opportunities can be developed in response to community needs.	31 March 2017

MEASURING IMPACT:

What we will do	Why we will do it	We will do it by
Undertake a Community Audit.	To identify the specific community involvement needs of individual areas/groups so that community involvement opportunities can be developed in response to community needs.	31 March 2017
Implement and report on the Community Involvement Strategy.	To measure outcomes and provide feedback on implementation of the actions agreed by Apex.	31 March annually
Implement and report on the Corporate Responsibility Strategy.	To measure outcomes and provide feedback on implementation of the actions agreed by Apex.	31 March annually
Implement and report on the Financial Inclusion/Welfare Reform Strategy.	To measure outcomes and provide feedback on implementation of the actions agreed by Apex.	31 March annually
Investigate the introduction of software to measure the value of Corporate Responsibility initiatives.	To measure and advise stakeholders of the social value of initiatives progressed through the various strategies and to use the outcomes as evidence to support further investment.	31 December 2014

If you are interested in becoming involved in Shaping Your Community, or would like further information, please contact:

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This document is available in alternative formats on request.

The Apex Voluntary Housing Group comprises:

Apex Housing Association Limited
Apex Housing Association (Ireland) Limited
Fairbuild Homes (NI) Limited