

Teresa McCloskey

Apex Housing Association

Tenant Participation Strategy - 1999 – 2014/17

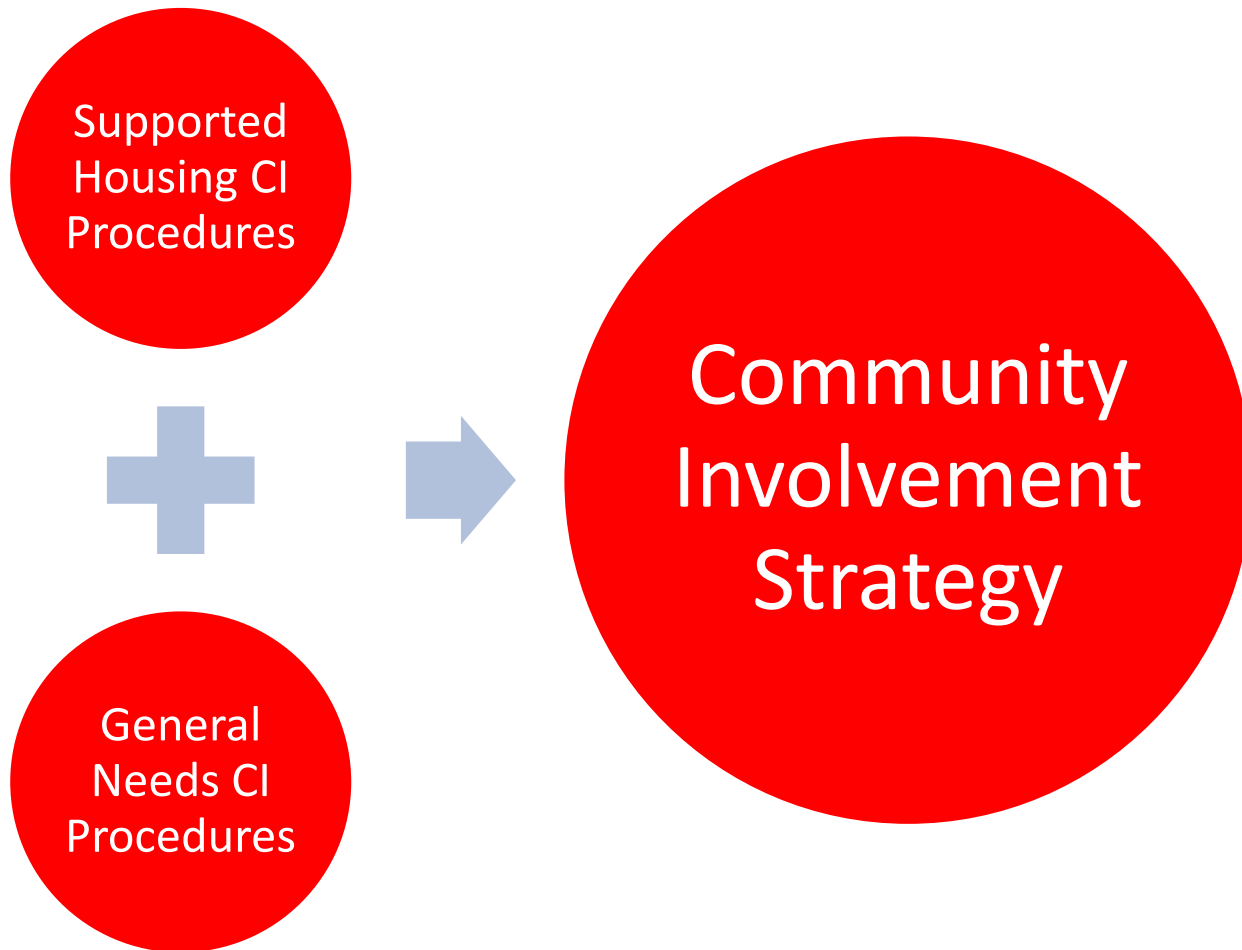
Community Involvement Strategy



apex living



Community Involvement Strategy



Mark Doherty

Apex Housing Association

Tenant Participation/Involvement is Complex

Mental Health Schemes

Ballyoan House
Coondermott House
Dunvale House
Woodbank House

Learning Disability

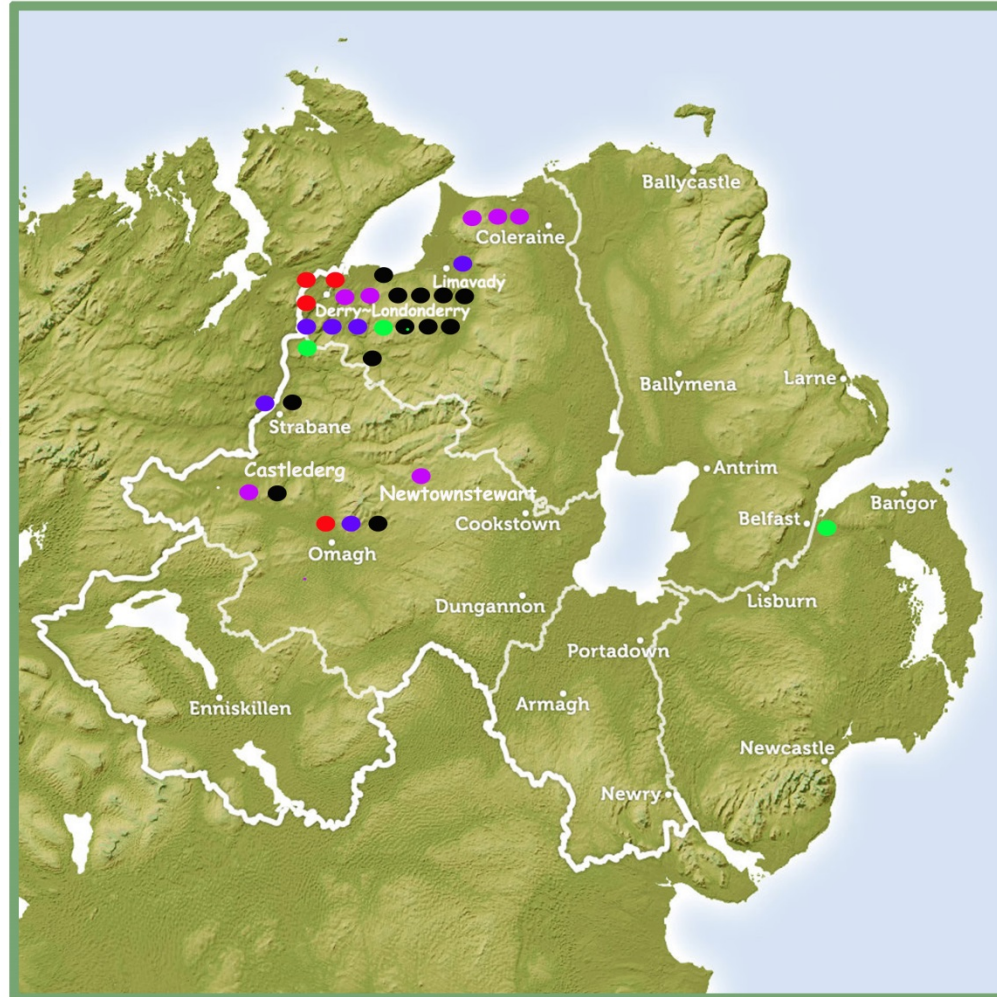
Beechway House
Belmont Cottages
Iona Houses
Mullagh / Linton
Railway Court
Ardavon

Housing with Care/Nursing

Abbey House
Alexander House
Brookhill House
Killowen House
St Julian's House
Daleview House
Parkview House
Bellgray House
Brookmount Nursing

Hostels

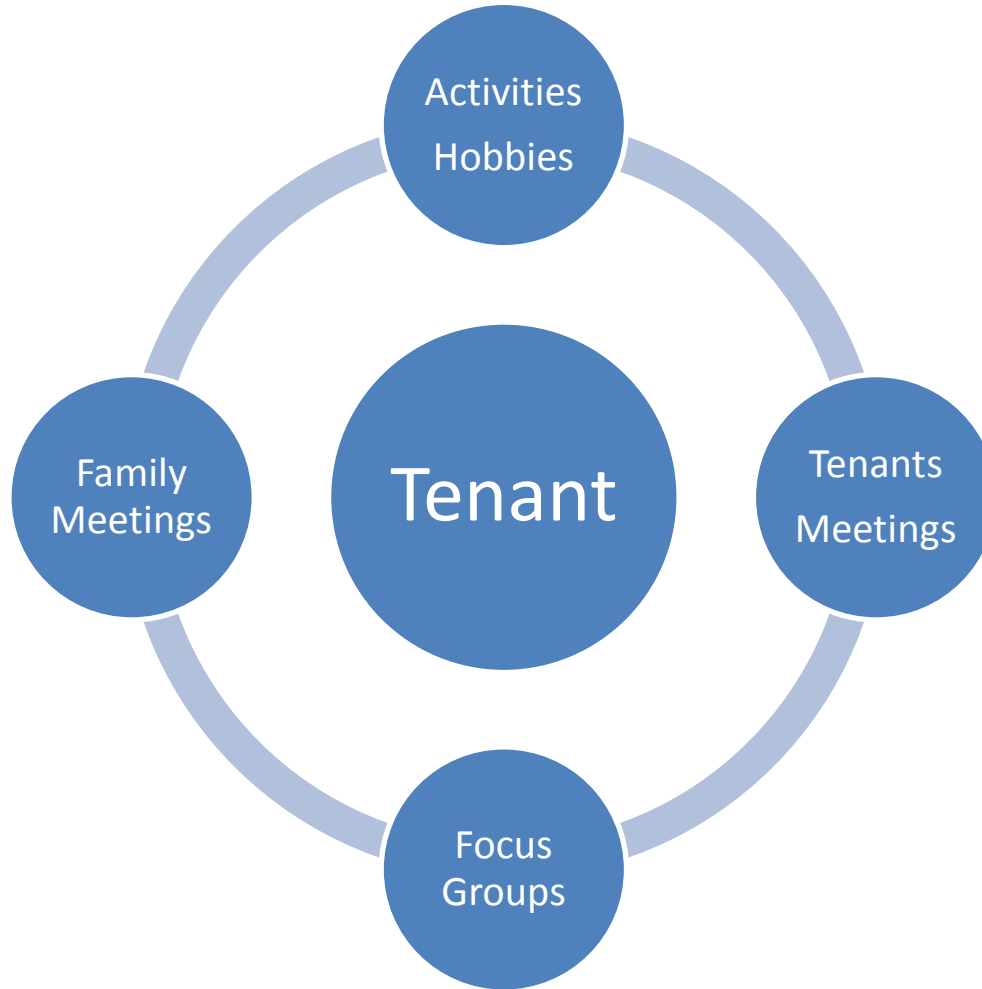
Foyle Valley House
Springwell House
House in the Wells
Strand Foyer



Sheltered Housing

Abbey House
Alexander House
Beechwood Court
Brickfield Court
Creggmount
Culmore Park
Fr Mulvey Park
Glenbrook House
Mulvey House
Parkview Court
St Canices Close
St Julian's House

Tenant Participation Strategy



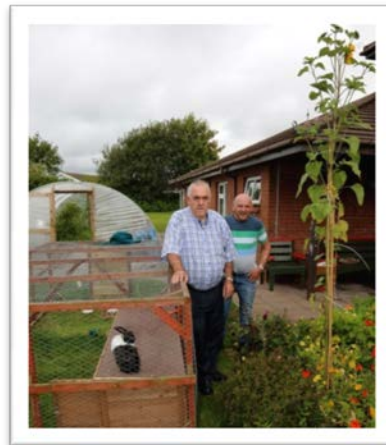
What we are Doing Activities



Residents, as part of the Learning Disability Cooking Project visited Tesco to sample and learn new recipes.



Gardening and Pet care at Woodbank House



Safeguarding – Public Awareness

apex Working Together - Keep Me Safe

Q. Who might abuse?
A. Anyone!

Q. What are the signs of abuse?
A. Any changes of personality or signs of injuries.

Q. What do you do?
A. Listen and report!

Do Not! - Do Nothing!

Staff Pledges

The “Working Together to Keep Me Safe” Employee Pledge is our commitment to ensuring as an organisation we support the safeguarding of vulnerable adults in our work place.

What we are Doing Focus Groups

Themed
Bi Annual
Meetings

Development of
Easy Read
Materials

Mental
Health

Learning
Disability

Housing
with Care

Hostels

Organisation of
Tenant Surveys

Updates on
Organisational
Business



Apex Tenant Participation in General Needs

Jacqui Gilmore
Housing Manager

'Shaping Your Community'

2014 - 2017

- 5th Apex CIS
- Year 3 of Apex Community Involvement Strategy
- 'Shaping Your Community' puts tenants and residents at the centre of what we do
- Strategy broad ranging and covers all Apex tenants both General Needs and Supported Living

Delivery of Strategy

- **Service Delivery Plan and Strategic Improvement Plan**
 - Information
 - Consultation
 - Empowerment
 - Neighbourhoods and Activities
 - Measuring Impact

How is CI Delivered

- **Staff**
 - Housing Officers
 - Community Involvement Officer(Community Cohesion)
- **Tenants**
 - *Active Tenants*
 - Community Involvement Forum

What we have Achieved

- **Current Strategy 2014 – 2017**
 - ‘Menu of Participation Options’ for Tenants
 - Reviewed policy and procedures for tenant participation
 - Provided training for General Needs staff delivered by SCNI/Planned training for tenants
 - Mapping Exercise
 - Developed Toolkit for Housing Officers

Future Plans

- Develop new CIS for 2017 – 2020, in line with NI Tenant Participation Strategy 2015-2020 and the introduction of the new Consumer Standard
- Continue to develop the role of Active Tenants
- Continued implementation of TBUC Good Relations Plan
- Empowering tenants to engage with their wider community as well as Apex
- Measure effectiveness of what we are doing by using HACT Social Impact Tracker
- Ensuring that community Involvement Strategy is driving and informing initiatives which are part of 'Apex Living'.