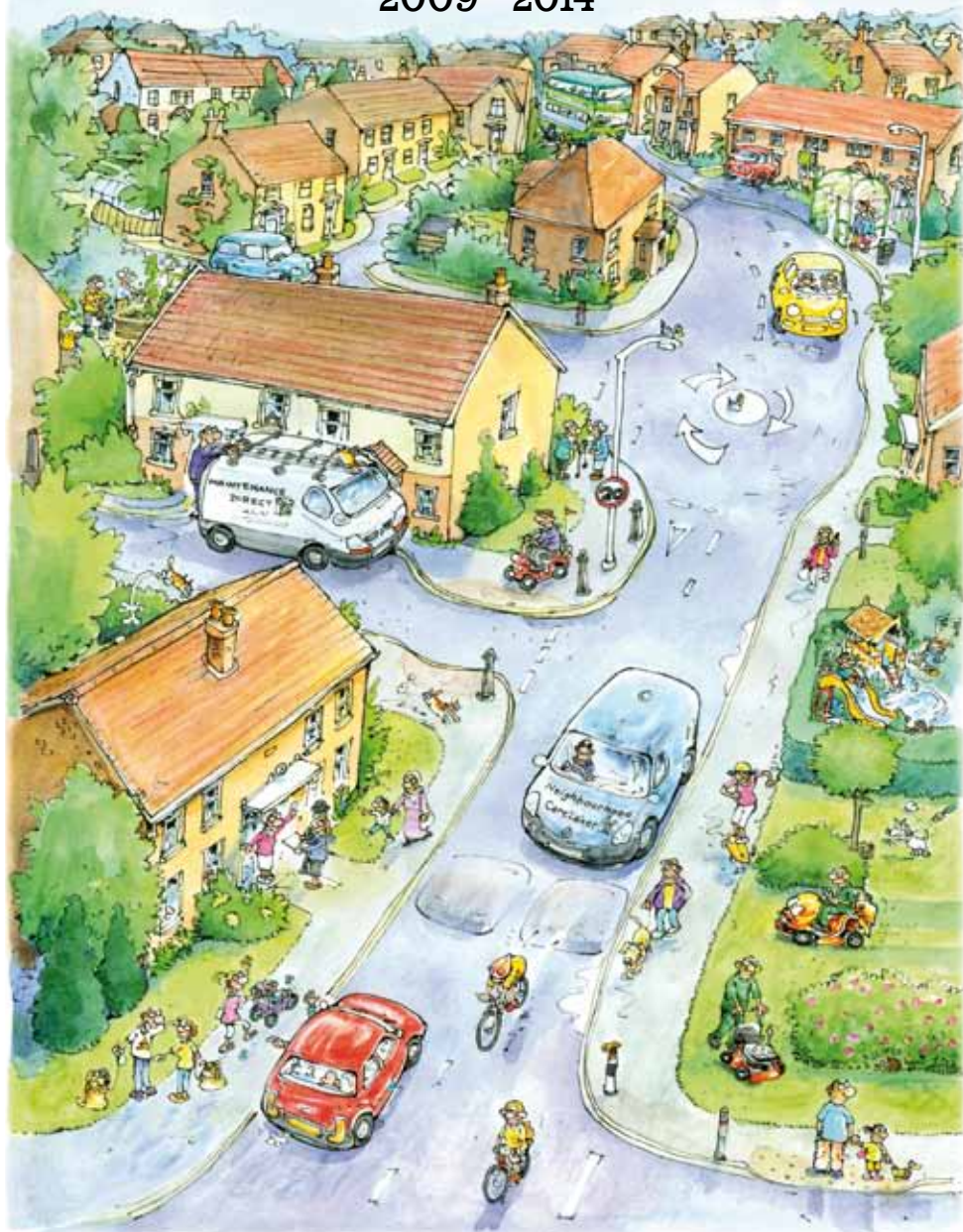


a summary of

The Medina Plan

2009 - 2014



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The Medina Plan 2009 - 2014

The Medina Plan sets out our vision for what we want to achieve in 2009 - 2014. The Plan looks at our current situation, where we would like to be in five years' time, and how we will do this.

Our vision for 2014 - where do we want to be?

We are committed to putting residents at the heart of everything we do.

We want to be recognised as the best landlord possible:

- providing quality homes and environments;
- delivering excellent services to residents and neighbourhoods;
- providing increased choice and power to our residents.

We want to work with residents and partner organisations to create **Vibrant Neighbourhoods** where people choose to live and work.

We recognise that **Vibrant Neighbourhoods** are not just about good housing, but also depend on employment, leisure, transport, schools and health facilities. We are committed to working with other agencies to deliver these services.



How will we do this?

We have **six core aims**:

1. To help improve work and leisure opportunities for everyone in our neighbourhoods.
2. To create high quality homes and neighbourhoods.
3. To develop ways for residents to be involved with our work which meet our legal requirements and also meet residents' needs.
4. To work with other partners to address wider problems that residents may face in the community.
5. To make Medina financially sound by using our resources wisely.
6. To support and encourage everyone to achieve their goals. We want to make sure that everyone who comes into contact with Medina is valued, supported and respected.

These aims will be delivered through six core plans, each with their own objectives. Each of these plans will have an annual plan which sets out what will happen over the next twelve months.

Our **six core strategies** are:

1. Active Communities Strategy
2. Homes and Environment Strategy
3. Resident Involvement Strategy
4. Sustainable Neighbourhoods Strategy
5. Value for Money Strategy
6. Equality, Diversity and Inclusion Strategy.

The next six pages explain what these Strategies mean.

1. Active Communities Strategy

Objective

To improve work and leisure opportunities for everyone.

Why is this important?

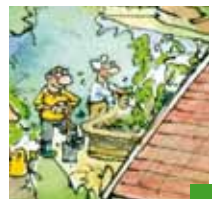
We want to create neighbourhoods that are more than just good quality housing. Residents in deprived communities can find it difficult to make the most of opportunities for employment, education, leisure and health. By working to improve everyone's chances, we believe this will not only improve residents' quality of life, but also reduce our costs for empty properties, rent arrears, repairs and anti-social behaviour.

What we will do

- We will build positive community links and networks.
- We will make sure that residents know about the opportunities that are available for training and employment.
- We will work with partners to help residents overcome their problems.
- We will give residents a sense of pride in the place they live in.

What this will mean for you

- People will see Medina neighbourhoods as good places to live.
- There will be more play facilities in our neighbourhoods.
- There will be more events in our sheltered schemes for everyone to attend.



2. Homes and Environment Strategy

Objective

To create high quality homes and neighbourhoods.

Why is this important?

For many residents, the condition of their home is their number one priority. Residents want to live in homes that are secure, comfortable and in good condition. The homes we own are the source of most of our income through rents, and they are where we spend most of our money through maintenance and repairs. Residents are more likely to contact us about repairs than anything else, so it is important that this service works well.

What we will do

- The Medina Homes Panel will continue to give residents the chance to have their say about our repairs and asset management policies.
- We will achieve and exceed the requirements of the Decent Homes Standard before 2010. This means that all our homes will be well maintained, economical to heat and safe to live in, and meet the needs of residents.
- We will consult with residents to make sure we provide high quality services that are value for money.
- We will develop standards for our service which reflect residents' needs.
- We will look at how we can support local businesses to help the Island's economy.
- We will support and contribute towards the Isle of Wight Council's Eco Island Strategy. We will try to reduce our carbon footprint and improve the efficiency of the buildings we own.

What this will mean for you

- Your home will meet the Decent Homes Standard by 2010.
- Your neighbourhood will meet our Decent Neighbourhood Standard by 2015. This means it will be a safe neighbourhood full of good housing which meets our residents' needs.

3. Resident Involvement Strategy: the Residents' Voice

Objective

To develop ways for residents to be involved with our work.

Why is this important?

Residents are at the heart of our business. We are committed to involving them in our work. By working together we want to develop excellent services which are constantly improving, meeting residents' needs and providing value for money.

We believe that by giving our residents the skills to influence our work, we will also give them skills they can use in their everyday lives. This could help them with voluntary work in the community, or to get into employment.

What we will do

- The Resident Involvement Unit will continue to support and encourage residents to get involved.
- We will make sure that residents have the opportunity to influence all our activities, and are able to monitor how our services are delivered.
- We will make sure all residents have equal opportunities to get involved.

What this will mean for you

- You will be able to influence all areas of our work.
- More residents will take up opportunities to get involved.



4. Sustainable Neighbourhoods Strategy

Objective

To work with other partners to address wider problems residents may face in the community.

Why is this important?

We are committed to creating safe and secure environments with good quality homes – places where people choose to live. We want everyone to be able to live safely and peacefully in our properties, with any extra services or support they need. To do this, we need to work with other organisations such as the Police, the Health Authority, the IW Council, Social Services and voluntary groups. We work with the Law Centre, the Citizens Advice Bureau, Isle of Wight Credit Union and mediation providers to make sure that we are providing the services and support that residents need.

What we will do

- Through our Financial Inclusion Strategy we will continue to help residents who cannot access mainstream financial services.
- We have signed up to the Government's Respect Agenda. We will continue to take seriously our responsibilities to protect victims of inappropriate behaviour.
- We will develop Neighbourhood Profiles, so that we can understand the areas we work in and plan our priorities.
- We will use Decent Neighbourhood Audits, Neighbourhood Walkabouts and Neighbourhood Surgeries to talk to residents and find out the issues that matter to them.
- We will use the profiles and resident feedback to create action plans for each neighbourhood.

What this will mean for you

- If you are in a low-income household, you will have more access to financial services.
- Your satisfaction with your neighbourhood will increase.
- You will be able to influence our work and help us plan how to improve your neighbourhood.

5. Value for Money Strategy

Objective

To make Medina financially sound by using our resources wisely.

Why is this important?

Value for money is not always about spending less; it is about getting the most for our money. We need to be as efficient as we can, so that any savings we make can be used to provide more and better services to residents.

What we will do

- We will use the purchasing power of the Spectrum Housing Group to reduce costs. Some services across the Group will be joined together to work more efficiently.
- We will bring maintenance work in-house if we can.
- We will provide training for staff, Board members and residents so that everyone understands the importance of getting good value for money.
- We will look at the value for money of each service when we carry out our regular service reviews.
- We will compare our costs with other similar organisations, and monitor our costs over time.

What this will mean for you

- You will be able to talk to Medina about value for money through our Money Matters group.
- You will receive a more efficient service because we will streamline the way we work.



6. Equality, Diversity and Inclusion Strategy

Objective

We want to make sure that everyone who comes into contact with Medina is valued, supported and respected.

Why is this important?

We want to make sure everyone can receive housing, services and opportunities, regardless of their race, gender, age, religion, disability, sexual orientation or other personal characteristics. We know that to develop services which meet residents' needs, we have to find out what those needs are.

What we will do

- We will make sure our services can support the diverse needs of the communities we serve.
- We know that we have a large number of disabled residents. In 2009 we will review our Aids and Adaptations service to see if it meets their needs.
- We know that we have a large number of elderly residents. We have already reviewed our sheltered housing, and in 2009 we will be spending nearly three quarters of a million pounds on improving these homes.
- We will work closely with residents and other key stakeholders, through our Equality, Diversity and Inclusion Group, and the Stakeholders Forum.

What this will mean for you

- You will receive a service that meets your individual needs.
- You will feel valued and supported by Medina.
- You will be able to tell us your experiences around equality, diversity and inclusion through our residents' group.

How will we measure success?

To make sure that we are achieving our aims, we regularly monitor our work. Success will be measured by:

- Good performance in tests that measure our service delivery – for example, in resident satisfaction surveys and comparisons with other similar housing providers.
- An improvement in our homes and neighbourhoods.
- More residents becoming involved with our work and feeling that they have more influence over our work.
- More opportunities for residents.
- Increased work with partners to provide new, affordable housing.
- Working with the local authority and other organisations to make plans for the future of the whole Island.
- Setting targets for saving money in our work. We will review our costs against those of other similar organisations to make sure we are achieving value for money.
- Making sure all residents are happy with the services we provide.

Your chance to make a difference

We know that we will not achieve our aim of vibrant neighbourhoods unless we work closely with other agencies, partners and residents. This partnership is central to the Medina Plan. By working with these partners and listening to our residents, we will be able to produce a profile for each neighbourhood. This in turn will allow us to put together Neighbourhood Action Plans - a list of actions to improve the neighbourhood which will make it a better place to live and work.

The Action Plans will be put in place and monitored by Neighbourhood Partnership Boards (NPBs) – groups of residents and partners in each neighbourhood who will work together to create vibrant neighbourhoods. We believe these NPBs will be the best way to make local decisions and influence local services.

We are committed, through these Plans, to ensuring that the right people have a say in the decisions that are made about neighbourhoods and influence the work that goes on. We are committed to working with residents and we welcome your views.

Translations and alternative formats

If you would like this document translated, please call us on 822811.

Russian

Если вам необходим перевод данного документа, пожалуйста, позвоните нам по телефону 822811.

French

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Portuguese

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Spanish

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Arabic

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Cantonese

如果您希望翻譯本文件，請與我們聯絡，電話：822811。

Bengali

যদি এই ডকুমেন্টটি অনুবাদের আকারে পেতে চান তাহলে অনুগ্রহ করে 822811 নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

Hindi

यदि आप इस दस्तावेज़ का अनुवाद चाहते हैं तो कृपया 822811 पर हमसे संपर्क करें।

Urdu

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You can get this document in large print, in Braille, on CD or on audio cassette if you ask us - please see the contact details inside the front cover.



Front cover cartoon by Rupert Besley.

*This document was designed and produced by the Resident Involvement Unit,
Medina Housing Association Ltd. revised 01/2011*