



Transparency, Influence and Accountability – Policy Overview

Purpose

YMCA Black Country Group is committed to being open, accountable and responsive to residents. This policy explains how we ensure residents have access to clear information, opportunities to influence decisions and the ability to hold the organisation accountable for the services we provide. Our aim is to ensure residents are treated fairly, listened to and actively involved in shaping the services and communities they live in.

Our Approach – Person Centred, Co-Produced, Strengths Based and Trauma Informed

All staff must work in a trauma-informed and person-centred way, recognising that past experiences may affect how residents engage with services. Staff should:

- Focus on “What does this person need?” rather than “What is wrong?”
- Promote safety, trust and collaboration
- Ensure communication is clear, respectful and accessible
- Support residents to share their views and influence decisions
- Encourage residents to be active partners in shaping services

Transparency

YMCA Black Country Group is committed to openness and honesty in how services are delivered and decisions are made.

- Residents will be provided with clear and accessible information about:
- Services available and how to access them
- Tenant and licence rights and responsibilities
- Rent setting, service charges and repairs
- Policies and service standards
- Organisational performance and decision making

Key information such as performance data, annual reports and service improvements will be published regularly so residents can understand how the organisation is performing.

Resident Influence

Residents should have meaningful opportunities to influence decisions that affect their homes and communities. This includes:

- Consulting residents on changes to services, policies, rents or service charges
- Providing opportunities to give feedback and share experiences
- Supporting residents to participate in engagement activities
- Ensuring residents with additional needs or language barriers can access support or advocacy
- Ensuring resident feedback is considered when setting priorities and making strategic decisions

Co-Production

YMCA Black Country Group is committed to working in partnership with residents to design and improve services. This includes:

- Co-Design - Residents helping to shape and review services.
- Co-Decision Making - Residents influencing decisions that affect the services they receive.
- Co-Delivery - Residents contributing through volunteering, peer support or resident champion roles.
- Co-Evaluation - Residents helping to review and evaluate services alongside performance data.



Accountability

YMCA Black Country Group is accountable to residents for the services it provides. This means we will:

- Collect and publish Tenant Satisfaction Measures (TSMs)
- Provide clear and accessible complaints processes
- Ensure complaints are handled fairly and consistently
- Share information about service performance and improvements
- Report how resident feedback has influenced decisions through updates such as “You Said, We Did”
- The organisation will also regularly review how effectively residents are involved and represented in decision making.

How Residents Can Get Involved

Residents will have a range of opportunities to share views and influence services, including:

- Resident meetings at local services
- Resident satisfaction surveys
- Focus groups and engagement events
- Resident panels or forums
- Feedback and suggestion boxes
- Property inspections with resident representatives
- Participation in service reviews and policy consultations
- Resident conferences, events and community activities
- Residents will also be encouraged and supported to form resident groups or take part in service improvement activities.

Key Message for Staff

Our role is to:

- ✓ Communicate openly and honestly with residents
- ✓ Ensure residents understand their rights and services
- ✓ Encourage and support resident involvement
- ✓ Listen to feedback and respond constructively
- ✓ Use resident insight to improve services and decision making

By working in partnership with residents we can ensure services remain responsive, fair and effective.