

BELGRAVE NEIGHBOURHOOD CO-OPERATIVE HOUSING ASSOCIATION ACTIVE MEMBERSHIP STRATEGY

Aims of the active membership strategy

The following are aims of the active membership strategy:

- To deliver BNCHA's 2021-2024 business plan objective to build an active membership
- To increase the numbers of active members in BNCHA
- To enable and support members to exercise their membership rights whilst encouraging them to understand their membership responsibilities and the need to constructively support BNCHA's business objectives
- To support BNCHA's 2021-2024 business plan objective to strengthen links with the wider Belgrave and Leicester community through enabling community members to participate in various activities
- To assist in compliance with regulatory requirements in respect of tenant involvement, fairness and respect, and diversity and equality

Delegated Authority

- 1 The committee will take overall responsibility for the delivery of the Active Membership Strategy.
- 2 The Senior Community & Resident Engagement Lead will lead the delivery of the Active Membership Strategy and has delegated authority to implement all parts of the strategy. Other BNCHA staff will also support the delivery of the Active Membership Strategy as agreed with the Chief Executive Officer.

General strategic approach

- 3 The Active Membership Strategy will implement the co-op's policy for active membership.
- 4 The strategy will include elements to:

- a) support tenant members to value their co-op membership
 - b) enable tenant members to input into housing and tenancy related issues
 - c) encourage community members (both BNCHA tenant members and others living or working in the community) to participate in the co-op's community activities.
- 5 The strategy will be reviewed on an annual basis with target activities planned to be carried out each year.

Supporting tenant members to value co-op membership

- 6 The following activities will be carried out in the period October 2023 to September 2024:

	Activity	Intended outcome
1	The new member induction programme developed in 2022/23 will be fully implemented	New members will have some understanding of what it means to live in a co-op
2	Work will be done to further gather member profiling data	Extend the co-op's knowledge of its tenant membership
3	An Active Membership survey will be carried out in 2024	Gathering tenant member views of the co-op's housing and other services
4	At least two member workshops will be held (possibly on ASB and loan financing)	Providing members an opportunity to express views on key issues prior to committee decisions
5	The 2024 AGM will be held	Building tenant member involvement and raising the profile of the co-op

Enabling tenant members to input into housing/tenancy issues

7 The following activities will be carried out in 2023/24:

	Activity	Intended outcome
6	A review of the way the co-op manages Anti-Social Behaviour cases with member input	Enabling tenant member experiences to help shape the co-op's approach to Anti-Social Behaviour
7	At least one other service review will be held	As above in respect of another service area
8	Implementing a programme to develop knowledge of every BNCHA home and family	Being able to pro-actively respond to any issues arising in BNCHA homes or in the community
9	Forums to be held on a six monthly basis at Canterbury House and Loughborough Cottages	Enabling tenant members in the two schemes to input into housing and other issues that affect them
10	An initial Community Champion programme will be implemented	Enabling two way dialogue between the co-op and tenant members
11	The committee will continue to monitor repairs satisfaction statistics and headline complaints statistics	Reviewing repairs and complaints handling as appropriate
12	The Chair continuing to review specific repairs, tenancy, complaints cases	Ensuring that tenant member service issues are managed well
13	Publishing tenant satisfaction measures as required by the Regulator of Social Housing	Compliance with regulatory requirement and providing information to tenant members
14	Newsletters and other forms of communication will be maintained	Ensuring that information is provided to tenant members

Encouraging community participation

8 The following activities will be carried out in 2023/24:

	Activity	Intended outcome
14	EKTA sessions will continue to be held on a regular basis	Building community belonging and sharing information
15	The third Good Neighbour Awards programme will be carried out	Supporting and encouraging neighbourly behaviour
16	Potential volunteers will continue to be identified and assisted to play a part in co-op activities	Enabling those who wish to input to participate in co-op activities
17	The third Community Celebration day will be held, potentially in Cossington Park	Building community belonging, sharing information and positive experience and building the co-op's profile in the community
18	The committee will agree and implement a Charity of the Year programme	Supporting a beneficial local charity and raising the co-op's profile in the community
19	A Food Pantry programme will be established working with Central Co-operative	Providing support to those who need; to build a relationship with Central Co-operative and to raise the co-op's profile in the community
20	The co-op will work with others on a programme to record personal histories in relation to the launching of the Sculptural Gateway	Enabling the voices and histories of ordinary people and families to be heard and retained; building the co-op's profile in the community
21	The Belgrave Unity objectives will be pursued as appropriate with funding identified wherever possible	A range of outcomes to be identified in respect of each project supported; building the co-op profile in the community
22	Other community activities to be developed as resources permit	Ensuring that the co-op can respond appropriately as community opportunities arise.