

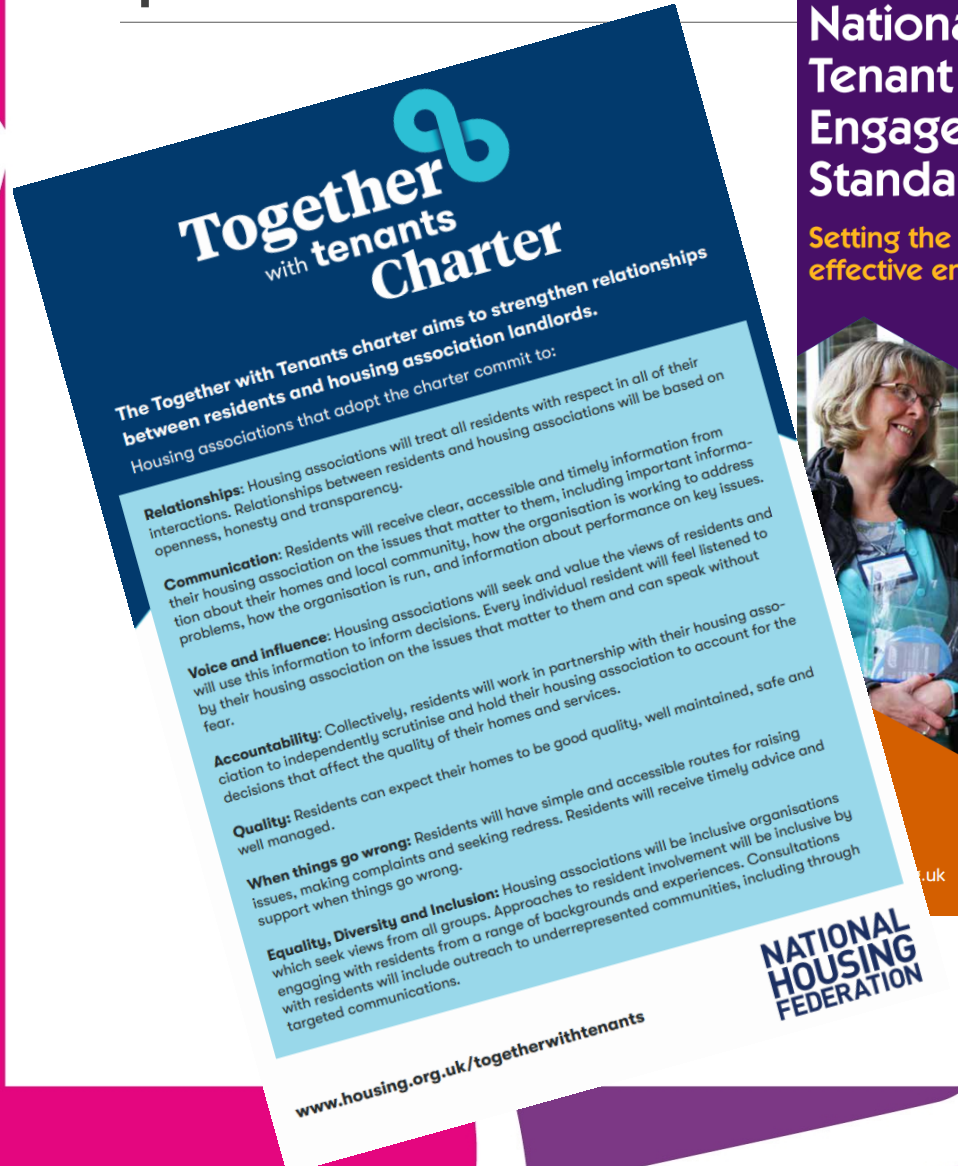
# Resident Engagement Strategy

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COMMUNITY SELECT COMMITTEE 13<sup>TH</sup> JUNE 2024

KERRY CLIFFORD, AD OF HOUSING AND NEIGHBOURHOODS

# A quick look back...



**Together with Tenants Charter**

The Together with Tenants charter aims to strengthen relationships between residents and housing association landlords.

Housing associations that adopt the charter commit to:

- Relationships:** Housing associations will treat all residents with respect in all of their interactions. Relationships between residents and housing associations will be based on openness, honesty and transparency.
- Communication:** Residents will receive clear, accessible and timely information from their housing association on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues.
- Voice and influence:** Housing associations will seek and value the views of residents and will use this information to inform decisions. Every individual resident will feel listened to by their housing association on the issues that matter to them and can speak without fear.
- Accountability:** Collectively, residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account for the decisions that affect the quality of their homes and services.
- Quality:** Residents can expect their homes to be good quality, well maintained, safe and well managed.
- When things go wrong:** Residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Residents will receive timely advice and support when things go wrong.
- Equality, Diversity and Inclusion:** Housing associations will be inclusive organisations which seek views from all groups. Approaches to resident involvement will be inclusive by engaging with residents from a range of backgrounds and experiences. Consultations with residents will include outreach to underrepresented communities, including through targeted communications.

[www.housing.org.uk/togetherwithtenants](http://www.housing.org.uk/togetherwithtenants)

**NATIONAL HOUSING FEDERATION**

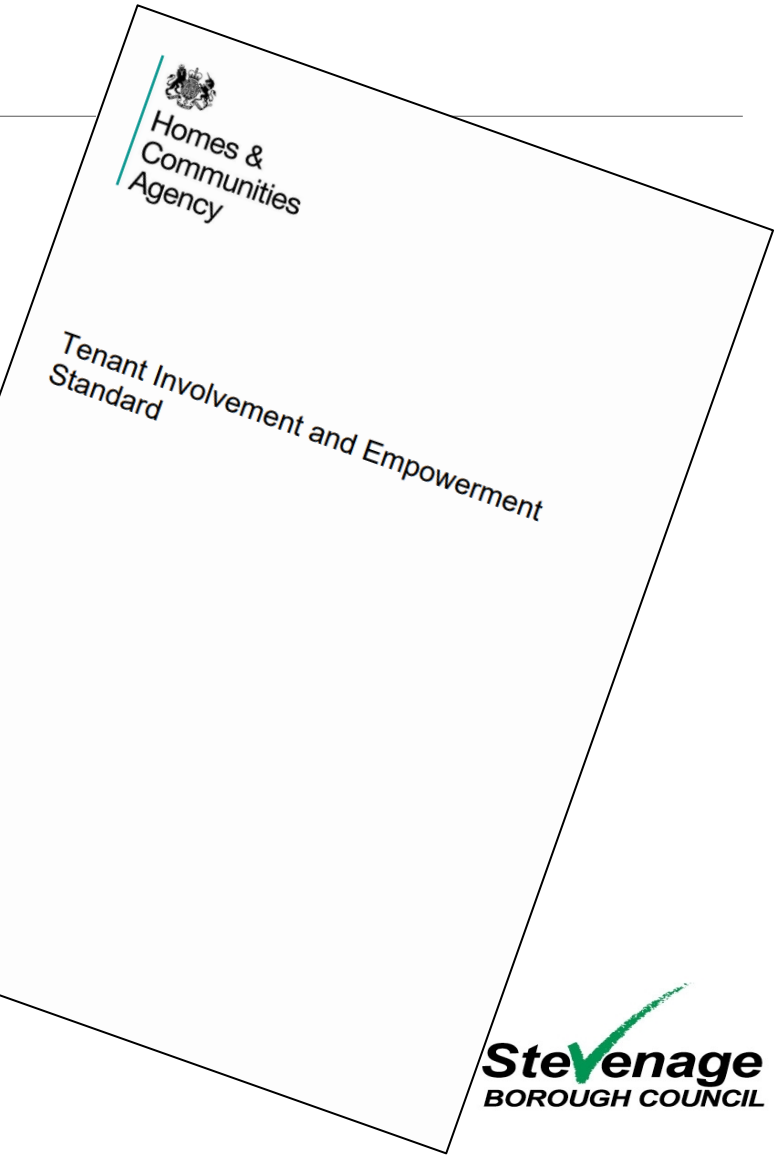


3rd Edition (2021)

**National Tenant Engagement Standards**

Setting the standard for effective engagement

tpas TENANT ENGAGEMENT EXPERTS



Homes & Communities Agency

Tenant Involvement and Empowerment Standard

**Stevenage BOROUGH COUNCIL**

# What has changed?

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- Grenfell Tower Tragedy 2017
- Hackitt Review and Grenfell Tower Enquiry
- White Paper – The Charter for Social Housing
- New Building and Fire Safety Legislation
- National Publicity on state of social housing
- Housing Ombudsman issues Complaint Handling Code
- Death of Awaab Ishak in 2020 arising from damp and mould
- Introduction of Tenant Satisfaction Measures

# History of Regulation

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## Then

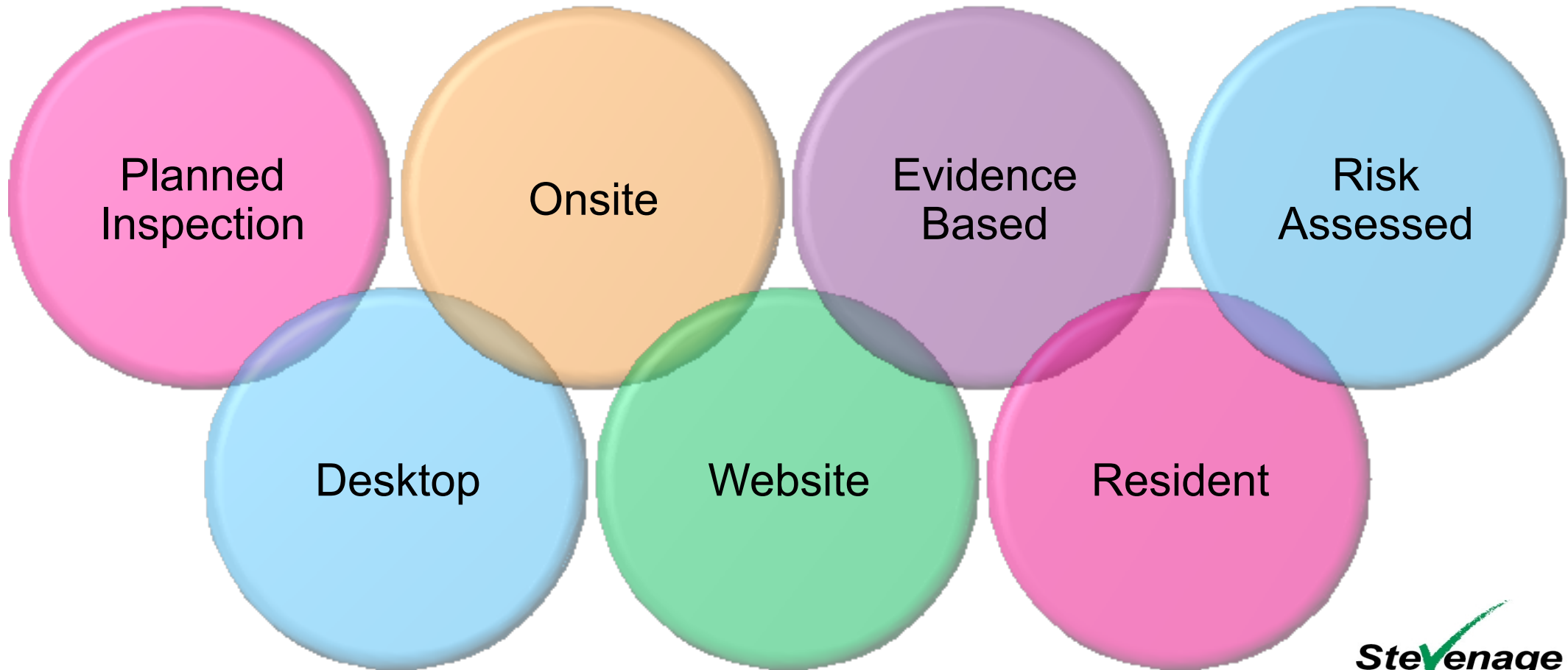
- Regulator for Social Housing was delivering reactive consumer regulation
- Minimal interaction with social landlords and reliance on self-referral or serious and detriment test
- Limited enforcement powers

## Now – Social Housing Regulation Act 2023

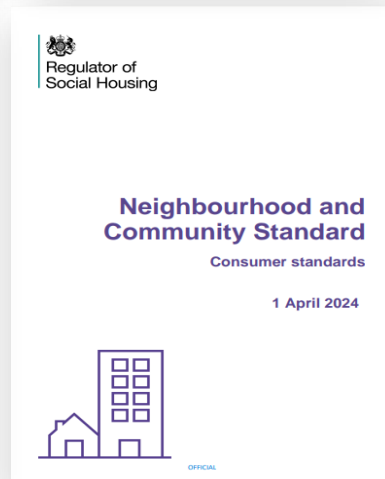
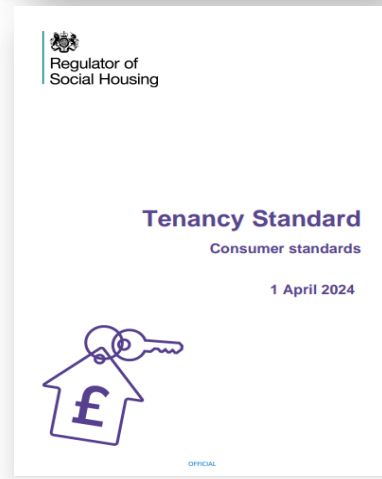
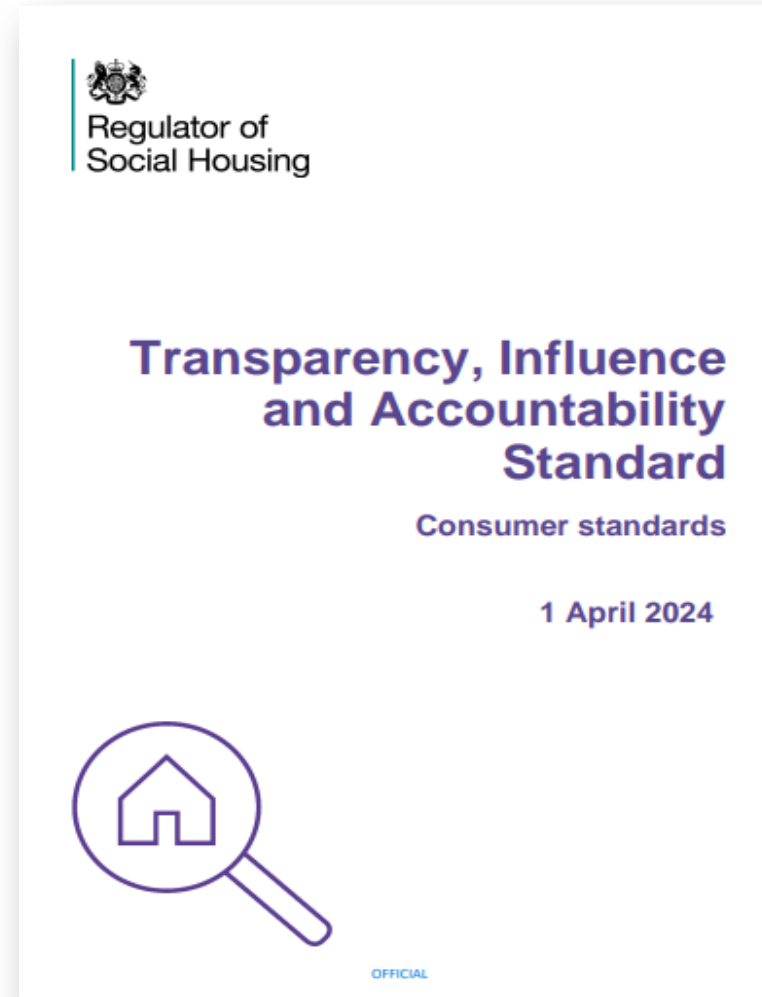
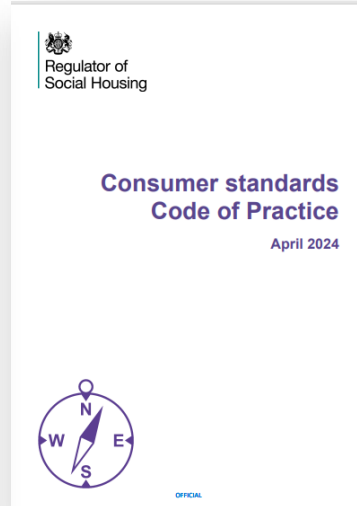
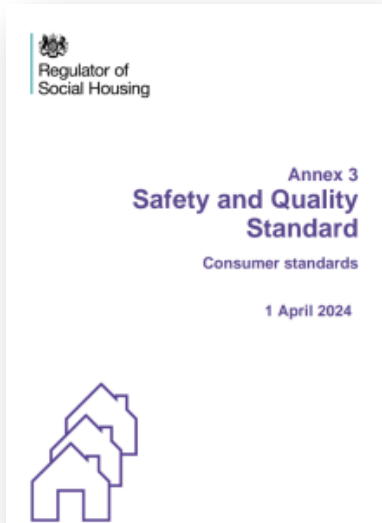
- Landlords must demonstrate compliance with new consumer standards (Tenant Satisfaction Measures and on-site inspection)
- Memorandum of understanding between Regulator and Housing Ombudsman Service
- Transparency – with tenants and the Regulator and sanctions for non-compliance

# What will inspection look like?

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# The Standards



# Transparency, Influence & Accountability Standard

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- Treat our residents with fairness and respect.
- Consider the diverse needs of our residents and take action to deliver fair and equitable outcomes in relation to the housing and landlord services we provide.
- Engage with our residents, taking their views into account when making decisions about how landlord services are delivered.
- Communicate and provide information on what to expect from us as a landlord and how to hold us to account.
- Collect and provide performance information to support effective scrutiny.
- Ensure complaints are addressed fairly, effectively and promptly.



# TSM's

## Respectful and helpful engagement

### TP06: Satisfaction that the landlord listens to tenant views and acts upon them

#### Measured by: tenant perception survey

All tenant perception surveys must include this question: How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

This measure will be based on the percentage of tenants who say they are satisfied.

### TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them

#### Measured by: tenant perception survey

All tenant perception surveys must include this question: How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

This measure will be based on the percentage of tenants who say they are satisfied.

### TP08: Agreement that the landlord treats tenants fairly and with respect

#### Measured by: tenant perception survey

All tenant perception surveys must include this question: To what extent do you agree or disagree with the following? "My landlord treats me fairly and with respect."

This measure will be based on the percentage of tenants who say they agree.

## Effective handling of complaints

### TP09: Satisfaction with the landlord's approach to handling of complaints

#### Measured by: tenant perception survey

All tenant perception surveys must include this question: Have you made a complaint to your landlord in the last 12 months?

If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?

This measure will be based on the percentage of tenants who say they are satisfied.

### CH01: Complaints relative to the size of the landlord

#### Measured by: landlords' management information

This measure will be based on the number of complaints the landlord receives for each 1,000 homes they own.

### CH02: Complaints responded to within Complaint Handling Code timescales

#### Measured by: landlords' management information

This measure will be based on the percentage of complaints the landlord responds to within the times set by the Housing Ombudsman's Complaint Handling Code. All social housing landlords have to follow this Code.

The Housing Ombudsman is an independent organisation that tenants can ask to look at complaints about social housing landlords. Find out what the [Complaint Handling Code](#) says.



# Our Approach

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# Approach

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## Now

- Delivering tenant engagement through co-operative neighbourhoods model
- ‘Working co-operatively with Tenants’
- Limited ability and resource to deliver the depth of Resident Engagement and Influence required to meet the standard

## What we need to do

- Resident Engagement Strategy to underpin our commitment
- Comms Strategy for tenants – keeping informed
- Framework of engagement to demonstrate influence with broad range of opportunities

# Resident Engagement Strategy - Vision



Build upon our Co-operative Neighbourhood's engagement model but at a deeper level specific to our social housing residents. This is to provide a high-quality housing service that meets the aspirations and changing needs of our residents and our wider communities.



Engage with more of our residents by knowing who they are, removing barriers and creating opportunities to feedback to us in ways that suit their needs and preferences.



Offer a wider framework of meaningful opportunities to scrutinise and influence the delivery of our housing policies and services.



Meet the Regulatory Standards and key legislation on engaging and listening to residents to provide exemplary services and safe homes and neighbourhoods.



Improve the way we communicate and interact with residents by adopting a clear communications plan and developing digital platforms that make us more accessible and responsive.

# Commitments

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## Enhancing the value of resident engagement

- Create a culture where residents are actively encouraged to be involved in scrutinising and influencing the shape of services to increase satisfaction.
- Identify which groups of residents are not currently sharing their ideas and experiences with us and identify how we can encourage them to become involved.
- Provide a menu of opportunities for residents to engage with us and influence what we do and how we do it.
- Provide skills, training and resources that residents may need to get the most from engaging with us and to deliver maximum impact.
- Consult at least once every three years on the best way to involve residents in the scrutiny and governance of our housing service.
- Tell our residents what happens or changes because of their feedback, input and influence. 'You said, we did'.

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## More Effective Scrutiny

- Commit to formalising resident scrutiny arrangements by seeking to adopt a Scrutiny Panel.
- Train and develop residents to undertake effective scrutiny and use TPAS as an independent friend of the Scrutiny Panel to help them form their approach.
- Put in place arrangements to co-ordinate scrutiny functions between Member scrutiny and that which is resident led.
- Provide wider opportunities for 'boot camp' style scrutiny on an ad-hoc basis to develop services more quickly where we have feedback that our approach to service delivery needs residents input.
- Develop a forward plan of scrutiny that is agreed on an annual basis, and which reflects service review delivery and housing transformation workstreams.

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## Understanding more about our residents

- Build a clearer picture of who lives in our homes and what their needs and aspirations are for our housing service.
- Find out how our residents prefer to be contacted and the easiest ways for them to get in touch and be kept informed and use these.
- Use data capture, complaints, compliments, transactional surveys and consultation to help us better understand and use the information from tenant feedback to improve and enhance services.
- Promote equality and equal relationships within our housing service to remove barriers where they exist.
- Move beyond the mechanics of engagement to focus on the outcomes of influence and what the positive impacts of change has meant to our residents.

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## Improved communication

- Enhance communication to keep our tenants up to date on what matters to them, using a range of approaches tailored to tenant preferences.
- Make better use of social media and on-line methods to make it easier for residents to have their say.
- Recognise that whilst online methods will be a preference for some residents that in many cases a phone call, meeting or face to face discussion will be more helpful and appropriate.
- Publish clear information on the roles and responsibilities of senior staff, including named people who are responsible for ensuring legal and regulatory standards are met.
- Provide fair and easy access to our services and keep residents up to date on their enquiries.
- Publish clear service standards, policies and tenant information and what to do if residents do not agree with decisions.
- Engage with residents to produce to an annual report which will give details on the impact of resident engagement, how income has been spent, resident satisfaction and performance.
- Share performance data and how we are doing as a landlord, including Tenant Satisfaction Measure results and what we are doing to improve, as well as how we learn from complaints.



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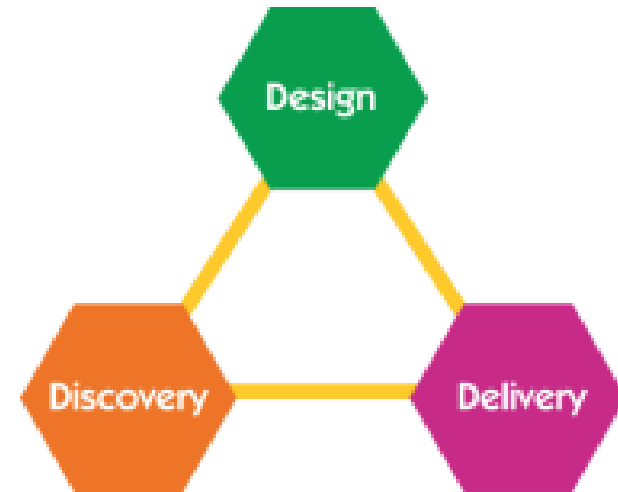
## Celebrate our neighbourhoods

- Provide local engagement opportunities with officers to speak with tenants in their homes and neighbourhoods through tenancy and community visits and co-operative neighbourhood events.
- Work in partnership with residents, the wider community, our Councillors and other partners and community groups to set priorities for our neighbourhoods that improve and shape the areas that we live in.
- Maximise funding opportunities to deliver neighbourhood improvements and address social, economic and health inequalities, such as our 'Build a Better Bedwell' initiative.
- Create opportunities for Neighbourhood Champions, Resident Forums and Scrutiny Groups to come together to co-design services and implement tenant-led activities.
- Provide drop-in sessions at local venues for residents to meet their Co-operative Neighbourhood team on a regular basis.

# How we have informed our Strategy...

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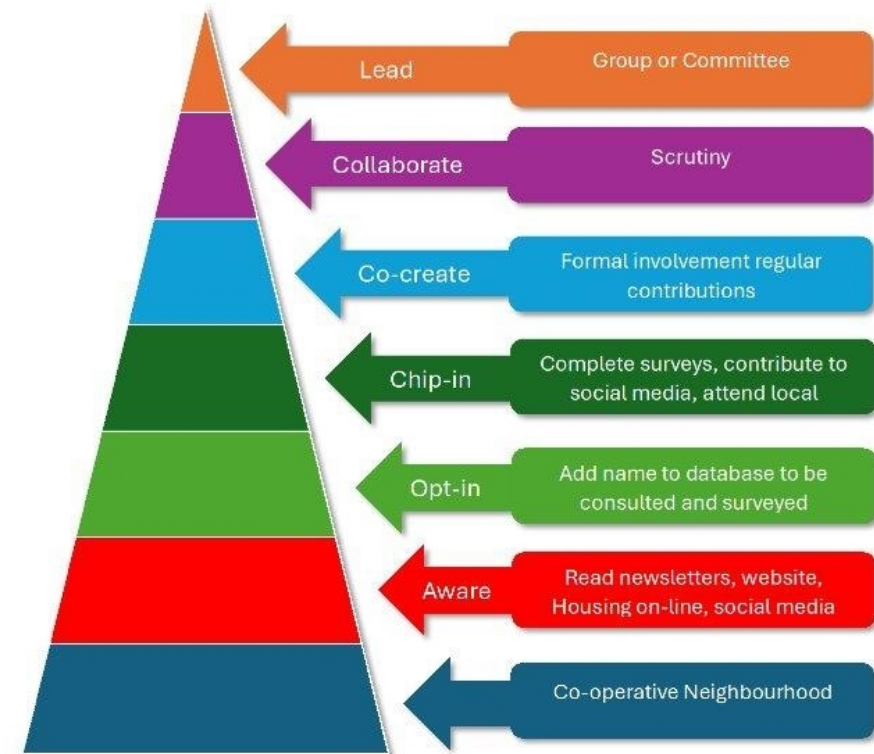
- Working with TPAS to re-engineer our approach
- Engaged with members, staff and residents on this journey
- Used TSM survey results
- Complaint handling feedback
- Transactional surveys



*3-D approach: Tpas 2020*

# How will it be delivered?

- Seeking Approval by Cabinet 24 July 2024
- Invest in resources
- Action Plan
- Framework of engagement opportunities
- Communications Plan
- Key Performance Indicators
- Annual Report



# Comments and questions

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