

## Appendix 2 - Respecting our Residents Strategy – objectives/ action plan

Objective	Actions	Timescales	Lead
<b>Communication and information</b>			
<ul style="list-style-type: none"> <li><b>Communicate effectively with residents, respecting their right to be well informed about the services they receive from the Council.</b></li> </ul>	<p>We will provide accurate, up to date, information flow to residents by:</p> <ul style="list-style-type: none"> <li>Improving and promoting our online presence - Highlight web pages, Housing E bulletin, ('At the heart') 'getinvolved' email and access to Community hubs.</li> <li>Providing 'Fact Sheets'/Website/Newsletters etc. increasing knowledge and understanding Housing Services.</li> <li>Providing clear and concise digital communications - enabling residents to access services how they wish – including via self-service and digital channels / social media – e.g. Housing Twitter posts.</li> <li>Ensuring high quality borough communications available to tenants &amp; leaseholders e.g. via Tenant Portal.</li> <li>Ensure website has up to date relevant information.</li> </ul>	<p>Ongoing</p> <p>Ongoing</p> <p>Jan 2022</p> <p>Jan 2022 ongoing</p>	<p>Communications Team / Resident Engagement Team</p> <p>ADs/ Resident Engagement Team</p> <p>Communications Team/ Resident Engagement Team</p> <p>Communications Team/ Resident Engagement Team Service Improvement Team/ Communications Team</p>
<ul style="list-style-type: none"> <li><b>Listen to tenants and leaseholders by carry out meaningful consultation and surveys that inform continuous service improvement, and publish the outcomes and actions.</b></li> </ul>	<p>We will ensure that consultation is meaningful by:</p> <ul style="list-style-type: none"> <li>Developing a suite of transactional surveys, (contact after completion of a service) to gather customer experience data.</li> <li>Consulting as widely as possible on service changes.</li> <li>Reaching out to groups and communities as well as individuals to encourage more residents to get involved.</li> <li>Actively listening to what residents have to say and acting on resident feedback.</li> <li>Publishing consultation outcomes and what has changed as a result – e.g. STAR satisfaction survey findings published on website / Annual report / Bulletins.</li> </ul>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Commencing April 2022 ongoing</p>	<p>Service Improvement Team /ADs</p> <p>Service Improvement Team /ADs Resident Engagement Team</p> <p>Service Improvement Team/ ADs</p> <p>Service Improvement Team/ ADs</p>

<ul style="list-style-type: none"> <li><i>Provide information that gives assurance that the management of homes and communities is in safe hands.</i></li> </ul>	<p><i>We will do this by:</i></p> <ul style="list-style-type: none"> <li>Promoting a culture of openness and transparency in housing performance and service delivery – reporting to Resident Participation Panel (RPP).</li> <li>Understanding and meeting customer expectations – building trust – e.g. learning from complaints.</li> <li>Prioritising safety in management of homes and involving residents in this work.</li> <li>Delivering value for money in the services we provide.</li> <li>Communicating and engaging at the earliest stage - with Housing applicants and other stakeholders.</li> <li>Work with partners and contractors to embed assurance by more detailed satisfaction surveys and a systematic approach to gathering and recording and reporting on resident feedback – develop a Resident Repairs monitoring group.</li> </ul>	<p>Ongoing</p> <p>Ongoing</p> <p>Procurement (e.g. R&amp;M Apr.22)</p> <p>Ongoing</p> <p>April 2022</p>	<p>Director for Housing/ ADs/ Resident Engagement Team Director for Housing/ADs</p> <p>Garry Knights</p> <p>Director for Housing/ADs Darren Alexander</p> <p>Garry Knights / R&amp;M contractors /Resident Engagement Team</p>
<ul style="list-style-type: none"> <li><i>Set standards and measure the quality standards for services we deliver to tenants and leaseholders.</i></li> </ul>	<ul style="list-style-type: none"> <li>Work in co-production with residents to set standards for Housing Services and monitor them.</li> <li>Publish performance, outcomes and action plans.</li> <li>Give residents the opportunity to ‘score the standard’ of the repairs contract and estate cleanliness – use texting survey after repair carried out, estate inspections - Look to enhance ‘tenant portal’ to log comments.</li> <li>Benchmark with other Housing providers and carry out Peer Comparisons.</li> </ul>	<p>March 2022</p> <p>March 2022</p> <p>April 2022</p> <p>Ongoing</p>	<p>Director for Housing/ADs Service Improvement Team Service Improvement Team Garry Knights/Evonne Hudson/David Clifton</p> <p>Director for Housing/ADs</p>
<p><b>Engagement and involvement</b></p>			
<ul style="list-style-type: none"> <li><i>Offer tenants and leaseholders the opportunity to find out more about how Housing Services operates, and, if they chose to, get involved with shaping those services with continuous improvement in mind.</i></li> </ul>	<ul style="list-style-type: none"> <li>Offer ‘formal’ and ‘informal’ engagement avenues so that Tenants’ and Leaseholders’ can become involved with helping to shape specific services – e.g. Property Services, Leaseholder Forum, Older persons forum, Youth forum – with link to RPP as the overarching strategic resident-led group.</li> <li>Review TOR / Membership and levels of influence RPP / other groups – run ‘recruitment’ campaign.</li> </ul>	<p>March 2022</p> <p>Commencing Jan.2022</p>	<p>Resident Engagement Team Garry Knights/Evonne Hudson/Katri Wilson</p> <p>Resident Engagement Team</p>

	<ul style="list-style-type: none"> <li>▪ Offer support, training and networking opportunities to those residents who want to become formally involved in decision-making - to help build knowledge, skills and capacity to work in co-production with Council Officers to develop services.</li> <li>▪ Focused training for Hostels and Sheltered housing residents.</li> <li>▪ Set up a 'Bright Ideas' scheme where residents can suggest a one off improvements to either a service or the scheme they are in.</li> </ul>	<p>Jan. 2022</p> <p>Jan.2022</p> <p>Jan.2022</p>	<p>Resident Engagement Team</p> <p>Katri Wilson / Resident Engagement Team</p> <p>Resident Engagement Team</p>
<ul style="list-style-type: none"> <li>• <i>Respect all residents by promoting diversity and inclusion - providing a range of different ways to get involved, through all communication channels, for residents to choose from.</i></li> </ul>	<ul style="list-style-type: none"> <li>▪ Promote local neighbourhood initiatives / pop up events / housing 'surgeries' – providing/promoting service days, e.g. mobile unit and community centres / community hub – roadshows.</li> <li>▪ Embrace creativity - adding Social value – 'give back' days /volunteering in the community.</li> <li>▪ Community engagement – helping to tackle loneliness &amp; isolation / Employability - Partnership working for the benefit of council managed properties and communities - to help build communities.</li> <li>▪ Champion Equality, diversity and inclusion - promoting wider and targeted engagement – e.g. youth engagement/ involvement, older people and community groups.</li> <li>▪ Support initiatives that look to improve health and wellbeing for residents, e.g. enabling early identification of issues that might impact negatively on health &amp; wellbeing and taking prompt response measures to mitigate them.</li> <li>▪ Ensure that all formal and informal engagement avenues and groups have E&amp;D awareness and offer training to formal groups.</li> <li>▪ Promote digital Inclusion – ensuring connectivity access for residents.</li> </ul>	<p>Ongoing</p> <p>April 2022</p> <p>April 2022</p> <p>Ongoing</p> <p>April 2022 ongoing</p> <p>Jan.2022 ongoing</p>	<p>ADs / Resident Engagement Team</p> <p>Resident Engagement Team</p> <p>Resident Engagement Team</p> <p>ED&amp;I Board for Housing/ ADs / Resident Engagement Team</p> <p>Resident Engagement Team</p> <p>Service Improvement Team/ADs</p>

	<ul style="list-style-type: none"> <li>Support residents with assisted digital as required – training for involved residents as needed.</li> </ul>	Jan.2022 ongoing	Resident Engagement Team
<b>Involvement - Influencing change</b>			
<ul style="list-style-type: none"> <li><i>Tenants and leaseholders' voices will be listened to and their opinions taken into account in decisions about how we deliver housing services.</i></li> </ul>	<ul style="list-style-type: none"> <li>Develop an engagement framework that offers residents choice of how they want to be involved and in which service areas – <b>'Your choice'</b>.</li> <li>Offer opportunities for residents to oversee decision-making processes and shape Housing services where relevant (through good governance and best practice) – Review TORs for RPP e.g. scorecards to monitor performance and reports to this group.</li> <li>Provide training to those residents who wish to be formally involved but want to gain additional skills to enable them to do this confidently – Identify relevant training opportunities e.g. Tpas or other courses offered by tenant support bodies.</li> <li>Consider offering various incentives or 'rewards' to encourage greater involvement, e.g. prize draw.</li> <li>Celebrate resident input – e.g. publish outcomes from RPP / resident-led groups</li> </ul>	<p>Jan.2022</p> <p>Jan 2022 ongoing</p> <p>Jan. 2022 ongoing</p> <p>April 2022</p> <p>March 2022</p> <p>April 2022 quarterly</p>	<p>Resident Engagement Team/All</p> <p>ADs/ Resident Engagement Team</p> <p>Resident Engagement Team</p> <p>Resident Engagement Team /Service Improvement Team</p> <p>Resident Engagement Team</p>
<ul style="list-style-type: none"> <li><i>Respect the landlord-tenant relationship, build trust and act with integrity to help us improve services for everyone.</i></li> </ul>	<ul style="list-style-type: none"> <li>Be compliant with all aspects of the Charter for Social Housing Residents White paper and Tenant Satisfaction Measures (TSMs) – reporting back to residents on performance.</li> <li>Respect time commitment – (how much time residents can commit to – consider reward/recognition schemes).</li> <li>Develop Mystery shopping exercises (scrutiny) to 'test out' service areas on the ground performance.</li> <li>Learning from complaints – taking responsibility and publishing performance, action and improvement plans.</li> </ul>	<p>April 2022 ongoing</p> <p>April 2022</p> <p>April 2022</p> <p>In progress</p>	<p>ADs/ Service Improvement Team</p> <p>Resident Engagement Team</p> <p>Service Improvement Team</p> <p>Sarah Birtles /ADs</p>

<ul style="list-style-type: none"> <li>• <i>Embed a culture throughout the directorate that moves our customer service to 'excellent' and maintains this level of service through innovation and improvement.</i></li> </ul>	<ul style="list-style-type: none"> <li>▪ Train housing staff on excellent 'customer services' / resident engagement and provide Service Standards for them to work too. Resident involvement in developing service standards.</li> <li>▪ Understand area / resident needs better – (customer profiling).</li> <li>▪ Provide resident-focused services based on customer experience.</li> </ul>	<p>Commencing April 2022</p> <p>April 2022 ongoing</p> <p>Jan 2022 ongoing</p>	<p>ADs / Business Support Manager to co-ordinate/ Resident Engagement Team</p> <p>Service Improvement Team</p> <p>ADs / Service Improvement Team</p>
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