

## Current Resident Engagement Activities

<b>Group</b>	<b>Overview</b>
<b>Housing Performance Group</b>	Working group of tenants and elected members who monitor the Housing Review Account Business Plan and make recommendations for improvements.
<b>Resident Involvement Group (RIG)</b>	The main involvement group overseeing how Housing engages with customers. The group consider recommendations for service improvements made by customers through formal scrutiny arrangements. They also consider service improvements falling outside of formal scrutiny arrangements. Some members of the group are part of the Housing Performance Group.
<b>Task and Finish Groups</b>	These groups are set up to undertake scrutiny of a service, or part of a service to make recommendations for how the service can be improved. Customers, who have expressed interest in involvement with that service area, or scrutiny, are invited to be involved with the process. The scope of the scrutiny exercise is agreed with the group. Relevant policies, procedures, performance information are made available to inform recommendations and the group can also design reality checks to inform the scrutiny process, which can include mystery shopping, inspections, work shadowing and surveys. Recommendations are taken to the RIG and Housing Management Team for consideration and approval.
<b>Your Voice, Your Views</b>	Customers are encouraged to sign up to Your Voice, Your Views to set out how they prefer to be involved with the Housing Department. They can specify the service area and activities they are interested in, along with how they would prefer to be contacted. They can also highlight personal skills they want to develop through their involvement.
<b>Leaseholder Marketplace</b>	Timed to coincide with the service charge invoices being sent out, the Leaseholder Marketplace is an informal drop-in session, where leaseholders are able to talk to officers on a one-to-one basis. Representatives from Housing, Modernisations, Legal, Insurance and Finance attend the event to answer questions relating to leases and/or service charges.
<b>Social Activity Groups</b>	Tenants living within Independent Living schemes with communal facilities are encouraged to set up Social Activity Groups. These groups manage the social funds and organise a range of activities in consultation with all tenants living within the scheme. Activities range from game nights and entertainment within the communal facilities to coach trips.
<b>Estate Walkabouts</b>	A programme is publicised every quarter. Tenants and leaseholders living in the area a walkabout is taking place receive a personal invitation to join Housing Officers and Senior Maintenance Officers, to highlight areas of concern within the estates they live on so that these can be looked into. Elected members are also invited to walkabouts taking

	place in their ward.
<b>Consultations</b>	Where changes are being considered that will impact on customers, consultation is widely undertaken to seek views prior to changes being implemented. This includes paper and online surveys and consultation events.
<b>Surveys</b>	A number of surveys are completed with customers to gauge satisfaction with surveys received. Repairs satisfaction surveys are sent out with every appointment letter. Telephone surveys are completed for satisfaction with outcomes of ASB cases. Allocations surveys are conducted with all new tenants and ad hoc surveys are compiled where issues have been highlighted, especially within Independent Living schemes.
<b>Housing News Bulletins</b>	These are sent out monthly to subscribers of Council Housing through Email Me to keep customers and other interested parties informed of key information relating to Housing services, including service reminders; good news stories; engagement opportunities and calls for action.
<b>Social Media</b>	Regular messages are sent out by social media each week to inform customers of key information relating to Housing services.
<b>Website</b>	Provides customers with key information and news relating to the Housing Service, including self-service forms.
<b>East Midlands Tenant Participation Forum</b>	Provision of three seminars each year, with key note speakers from the Housing sector and workshops on housing and engagement themes. The Engagement Manager represents the Council on the Forum's management committee. Tenants regularly attend the seminars, which provide learning and opportunities to network with tenants from across the region.
<b>TPAS (Tenant Engagement Experts)</b>	National organisation providing best practice, training and events for tenants and engagement staff. Tenants have attended training and events to learn skills to enhance their involvement.

## Social Housing Green Paper Summary

On 14 August government published a social housing green paper: 'A new deal for social housing'. It sets out a proposed strategy for reforming social housing. The green paper is a consultation and many of the proposals put forward are broad statements of intent, further details will follow. It is based around five key themes:

- Ensuring homes are safe and decent
- Effective resolution of complaints
- Empowering residents and strengthening the regulator
- Tackling stigma and celebrating thriving communities
- Expanding supply and supporting home ownership

## Green Paper proposals in relation to resident engagement

- Establish a pilot with a group of social landlords who would trial options to improve communication and engagement with residents on safety issues
- Look at way to speed up internal complaints processes, including considering asking the regulator to set out some suggested timings
- Explore ways to improve the use of mediation in landlord and tenant disputes
- Raise awareness among tenants of their rights to complain and options available
- Give the regulator more power to scrutinise the performance of landlords, performance information to be provided to tenants in the form of a league table
- View how tenants are given a voice at a national level
- Providing more support for community events and initiatives
- Encouraging a customer service culture within housing

## Proposed key themes to be included in the new Resident Engagement Strategy

Increase our range of informal opportunities	<ul style="list-style-type: none"> <li>• Increase Housing’s attendance at community events to use the opportunity for informal involvement</li> <li>• Increase the use of ‘Meet the Manager’ events so that managers spend more time on the front line speaking to customers to understand their views</li> <li>• Review information on our website to ensure that it highlights opportunities for involvement and provides an opportunity to share views in a simple, easy way</li> <li>• Embed the use of informal engagement methods throughout the housing department</li> </ul>
Review our formal engagement structure	<ul style="list-style-type: none"> <li>• Map out all existing tenant and community groups within the borough</li> <li>• Engage with other Council departments to share learning and insight</li> <li>• Complete annual impact assessment to ensure that outcomes are being achieved</li> <li>• Identify key areas to trial Community Champions</li> <li>• Establish a community pot to enable groups of residents to bid for small scale improvements to their area</li> <li>• Review role of Resident Involvement Group</li> </ul>
Improve our approach to encouraging involvement	<ul style="list-style-type: none"> <li>• Review how we use the information provided in complaints to improve services.</li> <li>• Utilise the upgraded Capita system to hold information about customer’s preferred method of contact, increase use of text messages and e-mail</li> <li>• Improve promotion of up-coming decisions and opportunities to get involved.</li> <li>• Review use of surveys, including frequency and method</li> <li>• Consider the use of the Council’s mediation service in resolving landlord and tenant disputes.</li> </ul>

	<ul style="list-style-type: none"><li>• Encourage engagement through promotion of skills development</li></ul>
Increase the methods used to provide feedback	<ul style="list-style-type: none"><li>• Increase the opportunities for customers to engage with the Council on safety issues and provide feedback on resolutions</li><li>• Review how information on our performance is provided to customers</li><li>• Improve feedback on improvements, such as 'you said we did' bulletins</li></ul>