

<u>Resident Engagement Strategy 22-26</u> <u>action plan</u>					
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Aim 1:

Make engagement easier

Action	Year priority	Outcome	Who is responsible	How will we achieve the action?	Progress?
Co-design with residents a new menu of involvement	Year 1	An engagement framework that offers a variety of opportunities for residents to get involved in ways that suit them and be able influence the decisions made in housing.	Resident engagement	By co-designing this with involved residents. Using the surveys and data collected to identify how they want to be involved. Carrying out workshops with involved residents	In Progress
Create a visual aid to represent our new engagement framework	Year 1	To show how our engagement framework fits is linked to the governance of our organisation, creating a continual loop between residents and those that govern and manage ADC housing.	Resident engagement	Once framework is in place work with our Resident Readers group to design this	In Progress
Launch the new menu of involvement to all residents and staff - have a comms piece around this and develop literature for our website and to hand out, which staff can also use.	Year 1	Increased awareness of the ways to get involved, and the work done to give more opportunities for residents to have their voice heard. Staff to be able to promote these opportunities to residents.	Resident engagement	By working with comms, design and internal teams to promote.	In Progress
Create feedback mechanisms for the main areas of housing. (ASB, complaints, repairs, cleaning, grounds)	Year 1	To be able to gather real time resident feedback on our key service areas, so we analyse for trends to drive improvements forward	Resident engagement and service managers	Utilising Microsoft forms, having a tracker to capture feedback	In Progress
Create an induction presentation for all new staff on the importance of resident involvement and how they can involve residents in the work they do.	Year 2	To embed the culture of resident engagement across the service.	Resident engagement	Research on best practice, develop an presentation and then give this to all new staff.	To Start
Create a rewards and expenses policy for involved residents	Year 2	To have clear guidance on how we will incentivise our engagement, and how we will remove barriers to involvement by reimbursing for certain expenses such as travel.	Resident engagement	Research on best practice in the sector, then develop policy, consult with residents ahead of development to get information on incentives.	In Progress

Aim 2:

Holding us to account

Action	Year priority	Outcome	Who is responsible	How will we achieve the action?	Progress?
Create a residents group that will have oversight of our compliance with consumer standards. Residents will be able to make recommendations of areas that need to be improved, and will be reported back to on the engagement work undertaken and improvements recommended.	Year 1	Residents have the information they need to hold us to account for our performance and make recommendation to us of areas we need to improve on. We will then seek out engagement with the wider tenant base to gain further insight and identify how to improve and will then report back to our involved residents on the improvements we will make.	Resident engagement	Carry out research on best practice, amend Your Voice terms of reference if required, work on recruitment drive, ensure buy in from service managers who will be required to attend, training to be offered to involved residents on regulatory changes and performance monitoring	In Progress
Regulatory requirement to publish Annual Report on our performance which should include TSM's and information on how we have spent our income and executive remuneration.	Year 1	Meets regulatory requirements and also provides information to our residents on our performance, link to the report is published in our Arun at Home newsletter	Resident engagement and Service Managers	Service Managers should provide the data to Resident Engagement and key updates and things planned for upcoming financial year so this can be included	In Progress
Hold a satisfaction survey annually to be able to comply with the Regulators requirement of providing them data on 22 satisfaction measures.	Year 1	Annual survey will give us data on how we are performing as a service, this will also be uploaded by the Regulator so we can compare how we are performing against other landlords.	Resident engagement	Work with a third party provider to arrange the surveys in line with Regulators requirements	Complete
Annually review our performance against the HOS complaint handling code with residents	Year 2	Ensuring we comply with the code and involve our residents in ensuring our compliance.	Resident engagement and Service Managers	Resident engagement to facilitate sessions annually with residents who have recently had complaints dealt with, service managers to run sessions to review compliance with the code and how we can make improvements.	To Start
Co-design with residents a set of performance measures to be published each quarter through a variety of channels.	Year 2	Residents have information available to them to see how we are performing (White paper - To know your landlord is performing)	Resident engagement and Service Managers	We will publish the TSM's annually to comply with Regulators requirements but will also consult with residents to understand what other measures they want reported on. This will be through consultation through surveys and with Your Voice. This was completed by conducting a resident priority survey which informed the new performance measures.	Complete
Create a centralised place where all lessons learned from complaints across the service are recorded	Year 2	A process agreed across all areas to record outcomes of complaints and the lessons learned from them so that we can then track these to implementation stage, and report to staff and residents the improvements made as a result of the complaints we received.	Service managers	Service managers to work with business improvement to develop a place to hold this data.	Complete

Publish the lessons learned and improvements made as a result of complaints each quarter through a variety of channels.	Year 2	Residents have information available to them to be able to see how we are performing, and that we are listening to their views and acting on them.	Resident engagement	Need to ensure lessons learnt are accurately recorded in order to get this information, develop a web page to share this information in Arun at Home.	In Progress
Performance Panel to analyse feedback data quarterly for trends and monitor progress against any resident recommendations.	Year 2	Using data and insights to improve our services, offer value for money and deliver a great customer experience.	Service Managers	Reports on feedback data to be collated and service managers to report this to HMT for the data on their area and any improvements made as a result.	In Progress
Decide and then publish the named person responsible for compliance with Consumer regulations. (white paper requirement)	Year 2	Transparency for our residents on who is accountable in the organisation for ensuring compliance with consumer standards.	Head of housing	Look at the requirements of the Regulator and then decide on the named person	To Start
Decide and then publish the named person responsible for health and safety compliance. (white paper requirement)	Year 2	Transparency for our residents on who is accountable in the organisation for health and safety and compliance	Head of housing	Look at the requirements of the Regulator and then decide on the named person	To Start
Impact report to resident and committee each year on our progress against the strategy, and to share all the work done across engagement in the last year.	Year 2	Supports residents holding us to account as they can see how we have worked to involve them and the impact it has had. Cllrs can then also see the impact it has had and how we are meeting regulatory requirements for residents to have their voice heard.	Resident engagement	By collating all engagement work throughout the year and bringing together in a report. First committee report submission completed for November.	In Progress

Aim 3:

Engage digitally

Action	Year priority	Outcome	Who is responsible	How will we achieve the action?	Progress?
Redesign the resident engagement webpages	Year 1	Easier navigation and clearer information for our residents on the ways they can get involved.	Resident engagement	Working with webmaster to design these pages, getting together all the content, then asking the resident readers group to review.	In Progress
Develop our resident portal delivered by Civica	Year 2	Delivering opportunities for residents to self-serve, provide feedback through the portal and access key information.	Business Improvement	Business Improvement to work with Resident Engagement to involve residents to get information on what functions they want in the portal	In Progress
Develop a digital offer to deliver workshops to help residents access our digital services and self-serve, also include other basic digital skills such as banking, bills, video chat. (try some pilot workshops before rolling out)	Year 2	Removing barriers for residents to engage with us digitally, and an increase in the number of residents engaging with using different digital options.	Resident engagement	By working with IT and third party providers of digital skills classes. We have already delivered some digital skills classes but there is more work to do.	In Progress
Carry out a detailed analysis of the option of setting up a housing social media page to engage with residents. Considering - benefits, drawbacks, costs and resources.	Year 2	A decision on whether to set up a housing social media page as a way to engage with our residents.	Resident engagement	By consulting with our residents to get their feedback, by looking at best practice across the sector and what other providers do.	To Start

Offer a range of online surveys, polls and virtual question times to get feedback from our residents.	Year 3	More opportunities for residents to give feedback in ways that suit them, without attending meetings or sending e-mails. Which can be easily analysed for trends.	Resident Engagement and Service Managers	Service Managers to approach Resident Engagement when they need to facilitate engagement on their projects and want to gather information and views from them. They will also approach Resident Engagement to put forward ideas for virtual question times on projects they have such as planned works, de-carbonisation. We will then need to work with IT to deliver these.	In Progress
Carry out a detailed analysis of the option to install wi-fi in the communal lounges of our sheltered schemes.	Year 3	Keeps our residents connected, the communal lounges can then be used to deliver classes virtually, allow for residents to come and use the wi-fi and interact with one another.	Neighbourhood and repairs		To Start
Carry out a detailed analysis on the benefits of loaning out IT equipment to those residents who enrol in digital skills classes.	Year 3	Helps keep our residents connected, and learn new skills.	Business Improvement	Research best practice in the sector and what others do.	To Start

Aim 4:

Improving communication

Action	Year priority	Outcome	Who is responsible	How will we achieve the action?	Progress?
Promote how residents can raise a complaint, what they can expect and what support is available	Year 1	Meet HOS requirements on raising awareness.	Service Managers	Develop web pages on this, leaflets and posters.	Complete
Develop and publish a resident newsletter	Year 1	Ensure residents are informed on key updates and changes in the service, use to promote involvement opportunities.	Resident engagement	Content to be provided by service managers and team leaders. Resident readers then review before going out.	Complete
Create a residents group that will review and help create our publications	Year 1	Our publications are fit for purpose, easy to read and understand.	Resident engagement	Develop terms of reference and processes for the group, recruit for members.	Complete
Develop a method for capturing and reporting outcomes of all our engagement activities.	Year 2	Able to demonstrate the value of involvement and how this has improved services, and value for money.	Resident engagement	Look at best practice in the sector for recording and reporting outcomes,. Use Resident Readers to review any publications.	In Progress
Develop an effective and flexible range of tools for communicating and informing our residents, reviewing what methods work well and which don't. Capturing the preferences of our residents.	Year 2	We communicate with our residents in the ways they choose, and there is an increase in satisfaction with being kept informed.	Resident Engagement and Service Managers	By reviewing what methods work well, speaking to our residents to understand how they want us to communicate with them.	In Progress
Implementing a you said, we did approach to feedback and sharing this regularly on our website and in our newsletter.	Year 2	Residents able to see the improvements made as a result of their feedback. Increase in satisfaction with views being listened to and acted on.	Resident Engagement and Service Managers	Service managers to capture the feedback in centralised form so Resident Engagement can report on this.	Complete

Co-design with residents a plan on how we will engage with them on building safety and compliance matters	Year 2	Residents are able to easily access safety and compliance information relevant to their block/property. They know who to contact if there are problems and they are involved in decisions around safety and compliance matters.	Compliance and Resident Engagement	By holding workshops with involved residents, contractors and staff. Digging into what feeling safe in their home means to our tenants and what we can to improve communication.	To Start
Review and define our service standards and processes for all teams across residential services	Year 3	Ensuring are service standards are in line with best practice, and that are residents are aware of these timescales when contacting us. The options to contact us, review customer journey for key processes such as reporting repairs, ASB etc. Will increase transparency around communication timelines and expectations.	Service Managers	Large piece of work to co-create with our residents to review our processes and procedures, understanding the customer journey and how we can improve the service. Need to work with staff and residents, look at best practice.	To Start
Review any standard letter templates across all services to ensure consistency, consider reviewing with residents to ensure fit for purpose.	Year 3	Consistency across services on tone and style of letters, make sure letter easy to understand for our residents.	Service managers	Service managers to work with staff to review letter templates, consider involvement from Resident Readers group	To Start

Aim 5:

Working with our communities

Action	Year priority	Outcome	Who is responsible	How will we achieve the action?	Progress?
Develop a range of ways for residents to engage with us in the community, including community events and initiatives.	Year 2	Increase in satisfaction with us making a positive contribution to their neighbourhood.	Resident engagement	Work with partners to deliver initiatives, commitment from all areas of housing to deliver events and put forward ideas.	In Progress
Develop feedback mechanisms to gather residents views on their neighbourhoods and local areas	Year 2	Increase in satisfaction with their neighbourhood as a place to live.	Resident Engagement and Service Managers	Currently have estate walkabouts, surveys, polls, planned works consultation. Need to ensure we have process to record the feedback and then act on it.	In Progress
Estate improvement fund or community improvement fund.	Year 2	Enable Neighbourhood Officers to work with the community to improve the areas they live and to be able to take forward recommendation residents make on estate inspections or community events	Resident Engagement and Service Managers	Consider a panel of staff and residents that will assess applications for funding of improvement or community projects.	In Progress
Each neighbourhood housing officer to have a community engagement objective each year	Year 2	This will help to embed the culture of resident involvement across residential services, and will help the NHO's to build rapport with their residents.	Service Managers		To Start

Create strong and sustainable links with our partners and local groups to deliver projects each year	Year 3	We will have examples of partnership working to deliver projects that benefit our residents and wider community	Resident engagement	Regular meetings with partners and other departments on how we can deliver projects in the community. Work with our contractors to deliver social value through their contracts	In Progress
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