



POLICY: RESIDENT ENGAGEMENT/INVOLVEMENT/PARTICIPATION

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Copies of this Policy may be made available in alternative formats on request.

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POLICY: RESIDENT ENGAGEMENT/INVOLVEMENT/PARTICIPATION

All reference to 'we', 'our' or 'us' in this Policy should be read as meaning Sandbourne Housing Association.

1. Purpose and aim of Policy

- 1.1 Resident involvement is about residents working in partnership with us at various levels and in various ways in order to help improve services, to understand and meet the needs of communities and individuals, and to achieve value for money for the tax payer, the business and residents.
- 1.2 Residents have an important role in scrutiny of our business for the benefit of all.
- 1.3 This Policy applies to all residents.

2. Principles for engagement/involvement/participation (involvement)

- 2.1 Our guiding principles for involvement are that residents have the right to:
 - 2.1.1 influence the way in which we provide services to them in a significant way and normally be consulted about our policies that directly affect them and how they work
 - 2.1.2 participate in the way we are governed and to normally be consulted about our service standards
 - 2.1.3 engage with residents and to have their collective voice heard and for their views to be listened to on matters that significantly affect them and to receive feedback on their views
 - 2.1.4 equality of opportunity and not to be discriminated against on any grounds
 - 2.1.5 aim to develop, maintain and improve levels of openness, accountability, engagement and trust between residents and us.

3. Objectives and scope of the Policy

- 3.1 The objectives of this Policy are to:
 - 3.1.1 aim to embed resident engagement, involvement and participation at the heart of all of our activities
 - 3.1.2 aim to increase involvement and participation levels by developing further the ways in which residents can get involved

- 3.1.3 aim to improve the environment in which residents live through increased resident engagement, involvement, participation and feedback
- 3.1.4 aim to increase satisfaction with the services that we provide.
- 3.1.5 Develop and report to the Board when engagement, involvement and participation is planned, when it has occurred and what impact it has had.

4. Policy statement

- 4.1 We will maintain a range of structures for engagement, involvement, participation and feedback in order to provide residents with opportunities for effective involvement, participation, feedback and influence. These will change from time to time depending on regulatory, social, economic need and technological changes.
- 4.2 Where suitable opportunities exist we will seek to attract grant funding to support local resident-led community initiatives.
- 4.3 We will normally engage with residents and work with them in the procurement of goods and services, wherever this is relevant, cost effective and practicable.
- 4.4 We will aim to hold engagement/involvement events at times and venues that are sensitive to the needs of individual groups of people, for example:
 - 4.4.1 if essential, at times that are more convenient to people who work
 - 4.4.2 at venues that are accessible to disabled people. If that is not possible, we will seek to make special arrangements so that disabled people are not excluded from any event
 - 4.4.3 by taking into account communication preferences
 - 4.4.4 at times that do not conflict with someone's religion or faith.
- 4.5 We will aim to ensure that the composition of resident groups, panels or committees recognises and reflects the diversity of the wider resident population.

5. Structure of involvement

- 5.1 Resident places on the Board will be subject to triennial elections.
- 5.2 In addition, we will also provide opportunities for resident engagement and involvement through:
 - 5.2.1 encouraging and supporting the activities of a Resident Scrutiny Panel and the development of other resident groups and bodies
 - 5.2.2 consult on and consider undertaking satisfaction surveys, designed to measure resident opinion of the quality of various aspects of service delivery that highlight not only what is working well, but also any areas for improvement

- 5.2.3 publishing newsletters to inform and elicit feedback and views from residents
- 5.2.4 producing suitable promotional material to encourage involvement and its benefits
- 5.2.5 providing residents with feedback on complaints and developing changes to service based around that
- 5.2.6 consider the provision of a resident improvement fund or similar initiatives and encouraging residents to meet in order to put forward suggestions for extra facilities which would be for their mutual benefit and that cannot normally be funded through rents or service charges in a timely manner.

6. Learning and development

- 6.1 Resident involvement/participation is central to our culture and, as such, it is acknowledged that all staff have a responsibility to listen to and respect residents' views on matters that affect them.
- 6.2 To maintain this commitment, staff at all levels will receive ongoing training and support to meet our objectives.

7. Miscellaneous

- 7.1 This Policy and any related procedures are intended to be both comprehensive and fair in their interpretation of residents' rights and choice for engagement, involvement and participation. In addition to any statutory remedies, residents may seek redress through our complaints policy if they consider that we have failed to provide adequate means of participation according to this Policy in relation to specific matters.

8. Equality impact assessment/Protected characteristics (as at 8 January 2019 or later amendments/additions)

- 8.1 Neutral.

9. Consultation arrangements

- 9.1 We will consult all tenants and recognised tenants' bodies on this Policy and their views will be taken into account by the Board before adopting it. Our staff will also be consulted on this Policy and any reasonable suggestions will be taken into account before the Policy is approved by the Board.