

There's no place like home:

Newlon's Resident Involvement Strategy 2019-2022:

1 INTRODUCTION

- 1.1 In September 2019 we launched our Board-approved Resident Involvement Strategy. The goal was to give residents a clear voice throughout Newlon while remaining agile and dynamic in response to evolving expectations.
- 1.2 Since that time there have been considerable changes in the social housing sector with a focus on the ways in which resident engagement can improve the relationship between residents and their landlords. Most significantly, we have felt a sea-change in terms of expectations for resident engagement after the Grenfell Tower fire in 2017, culminating in the Social Housing White Paper in 2020.
- 1.3 Our Strategy is accompanied by an action plan which also helps us to monitor and report on the progress we are making in terms of actively improving resident involvement at Newlon.

2. WHERE ARE WE NOW?

- 2.1 Our current resident involvement arrangements have been positive and successful and there are areas of good practice at Newlon which have provided a good foundation for us.
- 2.2 Our strategy seeks to build on and strengthen this foundation. We provide regular updates on the Strategy to the Residents' Forum, to staff, and to the Board.

3. OUR AMBITION FOR INVOLVEMENT - WHERE DO WE WANT TO BE?

- 3.1 Our ambition is to continue to put in place the actions from the Strategy to support residents so that they have every opportunity to meaningfully influence and shape the decisions we make about how we manage and look after their homes.
- 3.2 Resident involvement is essentially the art of having conversations with our residents; it is our job to enable and facilitate those conversations. We understand the importance of residents having a genuine voice in this way because what we do affects their homes, daily lives and well-being. Knowing this provides compelling motivation for us to involve our residents.

4. OVERVIEW OF THE STRATEGY

- 4.1 **Aim for resident involvement:** Our aim is to improve services and increase resident satisfaction through the insight gained from resident involvement.

4.2 Designing services together

We are looking to design services jointly with residents and increase opportunities for them to shape and influence the services they receive from us. We view working together in two ways:

1. **Reactive** - where we gather resident feedback, through informal and formal means, after a service has been delivered.
2. **Active** – where we work together with residents, at the same table, to design services, bringing in their point of view as an end user of services and endeavouring to design out potential problems from the start.

4.3 Enabling our residents and staff

We are continuing to work to equip residents and staff with the knowledge, skills and behaviour needed for effective and meaningful resident involvement. As both residents and staff are integral to effective and meaningful resident involvement, we will ensure they have the knowledge, skills and behaviours needed by investing in them.

4.4 Ways of involving our residents

We are building on our existing ways of involving residents by creating new routes to add to our menu of involvement. It is our job to ensure that the processes we create make the experience of residents getting involved with us as seamless, easy, and effective as possible. Our goal is for Newlon residents to have a variety of formal and informal ways to give feedback and input their ideas.

5. MONITORING AND REVIEWING THE STRATEGY

5.1 We will report to the Residents' Forum, Board Committees and Directors/Senior Managers and staff. The goal of this oversight will be to:

- Regularly monitor and review the Strategy together to check if it is meeting our objectives and priorities.
- Identify barriers to implementation and possible solutions.
- Create a framework to judge the difference made through involvement.

