

Your home, your say



Resident Engagement Strategy 2026-29



Introduction



As a community association Newlon has a deep commitment to resident engagement – after all we’re having conversations with our neighbours. But although the commitment has always been real, we haven’t always delivered as well as we should on that commitment. That’s why the work of the last few years has been so important.

At the start of a new strategy, it’s right that we look back at how well we delivered the last one. Residents co-created that strategy, as well as this one, and at its conclusion assessed we’d delivered 95% of what we said we would. Great progress. Because in the end we build trust by delivering what we say we will, when we say we’ll do it, and to a high standard.

As we co-created this strategy the feedback and learning from the last one is central to this one, with more and flexible ways to shape our services. We’re excited to get to work on it, and I look forward to delivering this next chapter with you.

Ruth Davison

Chief Executive, Newlon Housing Trust

Quotes from Resident Strategy Group members



At the heart of this strategy is a commitment to trust, listening, and working alongside residents. By co-creating solutions together, we ensure approaches are inclusive, grounded in real experiences, and shaped early, so challenges are understood and addressed before they grow.

Renea



The Resident Engagement Strategy for 2026-2029 is well documented. I’m excited to see it evolve into practical, achievable actions that ensure residents receive the level of satisfaction and service they deserve.

Liz



I just feel like you’ve really listened to what we’ve said previously, so thank you. It’s so different from the previous strategy. It’s like leaps and bounds better.

Valdev

We've developed our Resident Engagement Strategy for 2026-2029 using a resident-led approach.

The Strategy has been shaped to reflect what matters most to you, so the changes we make are based on your needs and aspirations.



Using a resident-led approach

A resident-led approach means residents have a real say in shaping, planning and delivering the Strategy. We want to make it easy for you to share your views and feedback and to feel confident that your voice is heard. By working this way, residents are directly involved in decision-making, helping us improve our services and hold us to account for how we do things.

Strong resident engagement is also a key requirement of the regulatory and legislative changes introduced since 2020. This Strategy explains how we will continue to meet these requirements by working closely with residents, while continuing to make further improvements.

How we communicate, involve and work with residents is central to delivering services that are right for you and responsive to your needs.

This Strategy builds on

- what you've told us works well;
- focuses on improving what doesn't; and
- ensures residents continue to shape our service in meaningful ways.

It sets out how Newlon will better engage with, involve, communicate with and listen to residents, and how we will act on your feedback, including reporting back to you on the impact of your influence. Your insight and lived experience are essential, and this Strategy helps embed the value of the resident voice across everything we do.

If you're not already involved, there are lots of ways you can take part and help us improve. Visit **Getting involved - Newlon Housing Trust** to find out more. If you have any questions or comments, you can email us at getinvolved@newlon.org.uk.

Vision and values for the next three years

The Strategy sets out evolving and improving ways of partnership and neighbourhood working to meet the diverse needs of our residents. In it, we strive to involve residents more effectively in meaningful opportunities to influence and scrutinise decision making, service planning, policy and service delivery. It aims to strengthen community participation and engagement across all areas where your homes are located using a resident-first approach.

Our vision for this strategy is:

“Residents are informed, included and influential partners in shaping safe homes, excellent services and thriving communities. Through transparent communication, meaningful involvement, measurable impact and visible action, we provide fair, responsive and accountable services that reflect the diverse needs of all residents.”

To achieve this we'll continue to:

- Increase residents' confidence that your voices will be heard and scrutiny acknowledged.
- Engage with more residents much more effectively across Newlon as a whole, providing you with multiple accessible opportunities to share your feedback, and get involved as much or as little as you wish. Monitor who is engaged and ensure representation is equitable, making every effort to change things where it is found not to be.
- Listen and be accountable to resident feedback, acting on the results and feed back to you on the changes that have been delivered, creating a strong feedback loop with measurable impact.
- Ensure residents have more influence over the way we deliver our service by promoting a range of easy to access channels to have your voices heard, and treating your lived experience with the respect it deserves.
- Meet the regulatory standards (safety and quality, transparency, influence and accountability, neighbourhood and community and tenancy standards) and key legislation on engaging and listening to residents.

- Improve the way we communicate with residents, listen and act on your preferences, providing impactful services that better meet your needs and expectations.
- Work to increase satisfaction levels.
- Engage and enable the residents who monitor the Strategy to review and feedback during its lifecycle regarding its performance, making changes and improvements as necessary, keeping it resident-led throughout.
- Benchmark this approach to strategy across the organisation.

In line with legislation and residents' feedback, our values for this strategy are:

- **Respect and fairness** – we treat every resident with fairness, dignity and respect.
- **Transparency** – we communicate openly and clearly so you can understand our services, decisions and performance.
- **Influence** – we value your insight and ensure it shapes our strategies, policies and services.
- **Accountability** – we take responsibility for our actions and demonstrate how your feedback has influenced decisions, dealing fairly and effectively with complaints and reporting on our performance.
- **Inclusion** – we design engagement that reflects the diverse needs of our communities and ensures equitable access to opportunities.

What the last Resident Engagement Strategy achieved:

- Completed 95% of our previous strategy objectives, achieving an overall performance rating from Resident Engagement Strategy Group members of 5/5.
- Maintained the Think Tank at above 200 members – a group of residents from whom we can form focus groups or consultative meetings on an ad-hoc basis, or as part of task and finish workshops.
- Newlon resident Scrutineers continued to Mystery Shop staff responsiveness, tone and professionalism three times a year, incorporating data analysis from 102 residents presenting over 301 enquiries geared towards the Tenant Satisfaction Measures (TSMs) and Consumer Standards. Together, these measures and standards were developed by the Regulator of Social Housing (RSH) to assess how well social housing landlords are doing at providing good quality homes and services.
- Supported 15 formal and informal residents' groups to be involved in local neighbourhood decision making.
- Facilitated training sessions on topics including TSMs, Building Safety, Consumer Standards and Awaab's Law, the Complaints Handling Code, decent and warm homes, landlord financial models, repairs and what to expect from your landlord, service influencers good practice, Antisocial Behaviour (ASB), resident co-creation, being a Scrutineer, unconscious bias in recruitment, Chairing skills and Governance skills.
- Facilitated residents attending the Housing Quality Network, National Housing Federation and Tpas annual conferences, and national conversations on cladding, fire safety, damp and mould, the role of the Ombudsman and involving residents in delivering Social Value.
- Involved residents in the recruitment of 29 front facing staff, including a Board member and the CEO.
- Resident inspectors carried out 514 inspections of their neighbourhoods.
- Delivered a range of focus groups to involve residents in reviewing complaints and repairs processes, asset management and health and safety strategies, how we handle noise and damp and mould, how and what resident data we gather, how to improve satisfaction for specific under represented resident groups, and how we deliver service charges.
- Newlon resident Scrutineers undertook six month scrutiny exercises on Learning from Complaints, Repairs Satisfaction and Feeling Safe in your home in relation to Communal Repairs.
- Introduced an annual networking event for resident associations, groups and resident inspectors.
- Introduced Resident Involvement trackers for monitoring types of involvement activity more accurately across the business.
- Incorporated the Residents' Forum into Newlon's governance structure including related training and IT supplies for members. Membership rose from 16 to 19 (max 21).
- Incorporated measuring resident involvement into annual appraisals for all staff, which can be monitored moving forward.
- Trained residents in procurement related skills, involving six residents in the fourteen month process of procuring our repairs contract and involved further residents in lift, heating and cleaning contract procurements.
- Inducted 118 staff with mandatory Resident Involvement training as part of their induction passport or as a refresher.

Strategic context

The Corporate Plan 2025–2028 introduced themes, priorities and metrics to take the organisation forward. The focus remains on residents, assets (existing homes and buildings) and development (new homes), but also the need to meet newer regulations and progress our approach to environmental sustainability and decarbonisation. The Resident Engagement Strategy will deliver against the Corporate Plan priorities and support services to meet the metrics. These include:

- Listening to and knowing our residents.
- Delivering excellent services for our residents.
- Residents continuing to be at the heart of service delivery and decision making, with staff and leadership teams reflecting the communities we work in.
- Us wanting to be top quartile for resident satisfaction in London by 2028, with a repairs service that is not just reliable but recognised as one of the best in the sector.



Embedded at the heart of Newlon

Other key strategies, policies and procedures include:

- Equality, Diversity and Inclusion Strategy.
- Our service standards.
- Ten-year vision and plan.
- Trust Newlon – the customer satisfaction improvement programme.
- Consultation procedure (to be written).
- Resident Involvement policy.
- Health and Safety project delivery plan.
- Communication and Information Standard (to be developed).



Regulatory context

There are 22 Tenant Satisfaction Measures, covering 5 themes. In relation to resident and community engagement, measures include:

- **TP06:** Satisfaction that the landlord listens to tenant views and acts upon them.
- **TP07:** Satisfaction that the landlord keeps tenants informed about things that matter to them.
- **TP11:** Satisfaction that the landlord makes a positive contribution to neighbourhoods .

The most relevant Consumer Standard for engagement is **The Transparency, Influence and Accountability Standard**.

The Social Housing (Regulation) Act 2023 reinforces the importance of listening to residents and supporting them to get involved. It explains how social landlords must deliver on the commitments in the White Paper (2020) – which set out plans to strengthen consumer standards so that residents live in good-quality homes, are safe, have access to redress when needed, and feel listened to - and gives the RSH stronger powers to set and enforce standards that registered providers must meet.

The RSH has introduced revised Consumer Standards, which set out what residents should expect from their landlord:

- The Safety and Quality Standard – requires landlords to provide safe, well-maintained homes and high-quality landlord services.
- The Transparency, Influence and Accountability Standard – requires landlords to be open with residents and treat them with fairness and respect. This ensures residents can access services, raise complaints when needed, influence decisions, and hold their landlord to account.
- The Neighbourhood and Community Standard – requires landlords to work with relevant partners so residents can live in safe, well-maintained neighbourhoods and feel safe in their homes.
- The Tenancy Standard – sets out requirements for the fair allocation and letting of homes, and for how tenancies are managed and brought to an end.

These standards are designed to drive positive change and place residents' needs at the centre of government reforms, helping to improve the quality of life for people living in social housing across the country.

The reforms also introduce a standard set of Tenant Satisfaction Measures (TSMs) that landlords must report on. These give residents clearer information about landlord performance and support residents to hold their landlord to account, helping to promote transparency and build trust.

The Building Safety Act 2022 introduces significant changes to give residents more rights, powers and protections. It focuses not only on the safety and quality of homes, but also on how residents are involved in building safety. The Act mainly applies to high-rise residential buildings that are at least 18 metres or seven storeys high, and sets out a framework for the design, construction and management of safer buildings. Newlon will appoint 'accountable persons' responsible for meeting the requirements of the Act and will develop building-specific engagement strategies for our taller buildings. This work is managed by the Building Safety team.

The Complaint Handling Code supports a positive and open complaints culture across social housing. Landlords must embed the Code into their policies and day-to-day practice, learn from complaints, and report back to residents and stakeholders on the lessons learned.

A positive complaints culture is an important part of Newlon's values. We aim to make it easy for residents to raise a complaint and feel supported throughout the process. We will continue to ensure our policies meet the standards set out in the Complaint Handling Code and will report on how we are performing.

Building on the Tenant Satisfaction Measures, this Strategy focuses on two key areas: TPO6, which measures satisfaction that the landlord listens to residents' views and acts on them, and TPO7, which measures satisfaction that the landlord keeps residents informed about issues that matter to them. It also links to TP11, which looks at how

landlords contribute positively to neighbourhoods; this is covered in more detail in our separate Neighbourhoods Strategy.

A key aim of these regulatory reforms is to improve the relationship between landlords and residents. For this to work, Newlon must build a culture that feels meaningful to residents and demonstrates fairness and respect. Residents should be able to

access clear information about our services, influence decisions, and hold us to account. In return, we must listen carefully to residents' views and concerns and take action to improve how services are delivered. The RSH will expect us to clearly evidence how we are meeting the Consumer Standards. We will continue to work with residents to make sure that this evidence is provided in formats that work for you.



Resident priorities

We continue to call upon our Think Tank of over 200 involved residents to find out what resident engagement means to them and we undertake satisfaction surveys with residents on an ongoing basis. Throughout the shaping of this document, a Resident Strategy Group helped lead on the content and they'll monitor it through its lifecycle and feed back on its progress. From this the following resident priorities emerged:

- Residents want to be involved in shaping, scrutinising and improving services.
- Residents told us they want meetings to be flexible, online and outside of working hours, as well as face to face, to allow them to take part and get involved in ways that suit their lifestyle and diversity.
- Residents told us that those who are to be affected by a decision should be included in the process of making that decision.
- Residents want more consistent, higher quality communication from us and clarity around how we evidence the impact and mutual expectations of each piece of work we do with residents.
- Residents identified repairs, antisocial behaviour, communication with residents (particularly disseminating information to wider audiences), and reply timescales as areas needing improvement.
- Residents wanted to maintain a participatory approach throughout the lifecycle, with residents at the forefront of change and improvement.
- Residents want clearer sustained pathways and support for residents to get involved overall, to increase participation in scrutiny and governance structures and maintain diversity.

After conversations, surveys, meetings and analysis **four strategy themes** emerged:

1 Working together to improve

2 Clear communication, real action

3 Your voice at the heart of decisions

4 Your strategy, connecting communities

1 Working together to improve

We're committed to ensuring residents play a meaningful role in how services are designed, delivered and improved. Your insight will help us raise standards and strengthen the quality and safety of our homes.

We'll achieve this by:

- Involving you in key organisational processes, including staff recruitment, procurement and building and safety programmes.
- Using resident data to understand who accesses our services and how.
- Ensuring you take part in reviewing performance, shaping service delivery and the creation of new strategies and procedures, highlighting residents' role in accountability.
- Reforming existing processes where resident involvement is not yet sufficiently embedded by looking together with you at where improvements can be made.
- Ensuring you influence the design of all new resident facing contracts, from specification to delivery.
- Being mindful of the diverse backgrounds of our residents and ensuring that there is equity of access to resident-led opportunities, seeking out under representation and areas of lower satisfaction.
- Supporting residents and staff to understand the differences between co design, collaboration and consultation, so each approach is used effectively and transparently.



2 Clear communication, real action

We want residents to see how their voices drive improvements. Clear, timely and accessible communication is central to building trust and ensuring residents can hold us to account.

We'll achieve this by:

- Publishing regular improvements recommended by you – “You said/we did” updates to demonstrate action, impact and transparency.
- Strengthening our approach to resident consultations to ensure communication is effective, responses are timely and accurately evidenced and outcomes are communicated.
- Continuing to enable robust resident scrutiny through fair access, training and the provision of relevant information.
- Providing information to the Board, used to guide decision making, that has your voices, opinions and feedback embedded in it.
- Increasing awareness of engagement opportunities across Newlon and amongst residents.
- Respecting communication preferences and ensuring information is clear, accessible and jargon free.
- Using Mystery Shopping findings to drive improvement and support culture change.
- Improving the response to communal repairs raised through inspections and linking estate inspection with planned works.
- Training Resident Inspectors on Awaab's Law and other key legislation.
- Proactively sharing updates on changes in housing law in accessible formats via newsletters and our website.
- Introducing a consistent organisation wide consultation procedure.
- Providing clear building and fire safety information, especially for residents affected by cladding or safety work, and consulting residents on Health & Safety issues in line with the Building Safety Act.
- Sending quarterly newsletters to all residents to keep you informed about progress and involvement opportunities, and interim updates with the Forum minutes and actions.
- Ensuring all services adopt a proactive, empathetic and respectful approach to resident contact.
- Providing mandatory training to resident-facing staff on involvement skills and linking this to development plans.
- Making sure that the residents' voice in governance has a strong feedback loop.



3 Your voice at the heart of decisions

Residents' insights and experiences will continue to shape decision making at every level of the organisation. We'll maintain strong structures that ensure resident influence is visible, valued and acted upon.

We'll achieve this by:

- Ensuring you have continued influence in Newlon's strategic decisions by maintaining resident membership on Committees, the Forum and the Board, supported by training, mentoring and regular recruitment, thereby assuring the Board that overarching decision-making contains residents' views.
- Ensuring your views are consistently presented at Board meetings, supported by clear data at Board level showing impact on residents.
- Keeping Think Tank membership above 200, with a target membership of 250 that's representative of our resident base, and providing regular updates and training opportunities.
- Maintaining the effectiveness of resident scrutiny exercises and monitoring their impact via a Scrutiny Action Plan.
- Strengthening organisation wide processes for collecting, analysing and using resident involvement data and ensuring that a feedback loop is maintained with you.
- Supporting existing resident associations and helping new groups establish through meaningful feedback loops and fair and equitable engagement.
- Creating further opportunities for you to influence key areas including staff recruitment, policy reviews, Social Value priorities and procurement decisions, incorporating resident feedback in these areas.
- Training residents as Inspectors and Mystery Shoppers, and offering additional development opportunities relevant to resident engagement.
- Ensuring you can participate in social housing and community investment conversations in person and digitally through Tpas and our Housing Quality Network membership.
- Providing training and participatory opportunities in a clear and timely manner, with a variety of options to increase accessibility and choice.
- Increasing the use of the Think Tank across the organisation for activities including focus groups, surveys and staff recruitment.
- Recognising and celebrating your contributions at both local and organisational levels.
- Coordinating of all resident involvement work across the organisation so outcomes can be recorded and tracked.
- Reviewing and refreshing the Resident Inspector role to ensure it remains effective and relevant and that a feedback loop is maintained.



4 Your strategy, connecting communities

This Strategy will remain resident led throughout its lifetime. It will adapt in response to feedback, learning and emerging needs so that it continually reflects residents' priorities.

We'll achieve this by:

- Designing the Strategy with residents and ensuring their involvement remains central as it evolves.
- Enabling the Resident Strategy Group to monitor progress, identify learning and assess delivery at regular intervals.
- Using these insights to strengthen and refine the Strategy throughout its lifespan.
- Sharing progress updates through newsletters and our website to keep you informed and involved.
- Recruiting new members to the Resident Strategy Group when needed to maintain strong representation and continuity.

The Residents' Associations, Residents' Groups and Resident Inspectors networking event

attended by Jeannie Lowen, involved Newton resident

I attended the recent networking event which brought together representatives from Newton's Residents' Associations, Residents' Groups, Resident Estate Inspectors and staff. This is the second year the event has taken place and the Resident Involvement team has certainly built on the experience of the initial event. It provided the opportunity for a real two-way conversation between staff and residents.

Arnette Morrison, Head of Service Improvement, presented data highlighting Tenant Satisfaction Measures and setting out Newton's priorities. This data emphasised not only where objectives had been met but also the areas which need to improve. An interactive poll was included where we were able to provide live feedback. This demonstrated how technology can be used to provide an enriched level of engagement and feedback from residents. Interactive data gathering can help to collect valuable information which helps to 'discover' residents' issues.

Alan Taylor spoke on behalf of the Aspinburn Triangle Residents' Association (ATRA). He shared updates about their activities and his experience as a Resident Inspector. The ATRA is one of Newton's larger Residents' Associations and we were given a thorough in-depth overview of the issues facing residents and the support that the Residents' Association provides.

Angeline Clarke, Head of Special Projects, offered a roundup on the progress of various remediation projects. She described how the removal of cladding can sometimes reveal other underlying issues which then require further redesign and planning. Residents were able to discuss some of their concerns and the impact on their communities.

Matthew Morrell, Income and Investigations Manager, led a conversation about how Newton can better tackle led a conversation about how Newton can better tackle anti-social behaviour collaboratively. The issues in trying to resolve anti-social problems can be complex. A number of recent activities were discussed such as homeless people accessing communal areas which naturally makes residents feel vulnerable and insecure. There were a few hard to deal with situations caused by some residents which can be much more difficult to resolve.

The event also facilitated a space for Resident Inspectors to discuss their experiences as a group with members of the Neighbourhoods team. A key concern of Resident Inspectors is the need for the inspection reports to be integrated with

the Portal along with clearer information on repairs such as searchable case numbers. I would have liked a representative from the Estate Inspectors contractor to attend.

With regards to Service Charges, a resident stated that they felt the present repair contract is not delivering and there was a desire for more transparency with the repair system. They would like to ensure we are getting competitive value for money. Jimmy Williams, Head of Service Charges, mentioned it can be problematic as it's not always possible to know final costs beforehand. Hopefully these concerns will be addressed by the new repairs contract which will be issued in July to two new contractors. Once the new repairs contractors are embedded, we should see improvements and innovation in this vital area.

The event as a whole and the content from all the teams present was well thought out. I expect the discussions between residents and staff will make a positive contribution to future developments.



My experience of the Tpas National Conference July 2024

By Renea Henry-Kemp, Newton resident

As someone deeply involved in social housing attending the Tpas National Tenant Conference reignited my motivation and drive to help make our sector a better place to live. The conference was more than just a talk with professionals but rather a gathering for individuals who want to reform how tenants are treated and protected. It was more than just a standard moment to witness representative action since the development of Grenfell and the introduction of the Social Housing Act.

From the moment I arrived, the atmosphere was one of warmth and inclusivity. The intention of the conference was to mark the milestone of a new government and Housing. I had the opportunity to brush shoulders with people who represented the breadth of the social housing sector. Everyone was under one roof to converse, connect and also into compelling discussions to amplify the voices of residents who demand positive change. One of the main topics that spilled throughout the event was the industry experts' perspectives on the new regulatory framework. After much discussion it quickly became clear that it wasn't just about putting your Tenant Satisfaction Score on a pedestal for standing out but about listening to a pedestal to improve best practices while removing bad habits.

The workshop choices spanned from maintaining tenants' involvement to building safety to social media. I was able to choose from a variety of workshops. The workshop I attended was on building safety. It was a very clear and specific. Whether facing policy changes, innovative funding models or resident engagement, that could be applied to real world scenarios.

One of the standout workshops for me was discussing social media and digital engagement to transform the industry presence and connectivity. The discussion featured feedback from a range of perspectives across the sector and it was clear that there is a need for residents to have instant communication and support.

The conversation was both technical and visionary. It offered practical steps alongside a compelling argument for why social media will soon need to become a sustainable tool. It was insightful to hear ideas about how we can support residents into their digital era and make this platform a fundamental ally in our journey.

Beyond the formal roundtable sessions, there were networking opportunities that were equally inspiring. During coffee breaks I had the chance to meet some wonderful people who were either challenging current initiatives created by local government or leading the most innovative solutions to tackle the housing crisis. Perhaps the most inspiring aspect of the conference was the shared sense of mission. Every word spoken was the shared sense of mission. Every word spoken was the shared sense of mission. Every word spoken was the shared sense of mission.

On final notes I left the conference with a renewed sense of purpose, feeling empowered by the knowledge and dedicated organisations working together with a common goal. Attending the Tpas Conference was an incredible empowering and uplifting experience. I am more inspired to embrace new ways of thinking and to channel my intellectual properties into areas where real change happens. With a shift in political powers who are putting residents safety at the forefront of new policies, I can only hope everyone has access to safe, affordable and comfortable homes in the future.



What is our Neighbourhood Strategy?

Look out for Our Neighbourhood Strategy (2025-2028), which we will be publishing very soon. It is all about making sure our homes and communities are safe, clean, and welcoming places to live. It sets out how Newton will work with residents and local partners to improve neighbourhoods and support everyone who lives in them.

What does it mean for you?

We want residents to feel safe, respected, and proud of where they live. To do this, we will:

- **Keep homes and estates clean and well-maintained** - tackling issues like fly tipping and vandalism
- **Act quickly on anti-social behaviour (ASB)** and support those affected by domestic abuse
- **Provide fair and accessible services** - with extra help for those who need it
- **Listen to residents** - giving more chances to share feedback and help shape services
- **Work with local councils, police, and community organisations** to improve safety and wellbeing

How will we measure success?

We'll check how satisfied residents are with our Services, track complaints and ASB cases and monitor key performance indicators like repairs and estate inspections. We'll share updates through newsletters and our website.

What can residents do?

- We ask residents to
- Be considerate and respectful
- Report issues like ASB or repairs promptly
- Get involved in feedback and community activities

Our goal

By working together - residents, Newton and community partners - we aim to build neighbourhoods where people feel safe, supported and proud to live.

What does success look like and how will we measure it?

- We'll deliver against clear Resident Engagement performance measures throughout the life of the Strategy, across years one, two and three. Some examples of three year targets include:

24

recruitments, minimum.

9

conferences.

12

focus groups, minimum.

60

Resident Involvement
trackers, minimum.

24

scrutiny activities involving
performance review.

500

resident inspections.

27

training sessions.

115

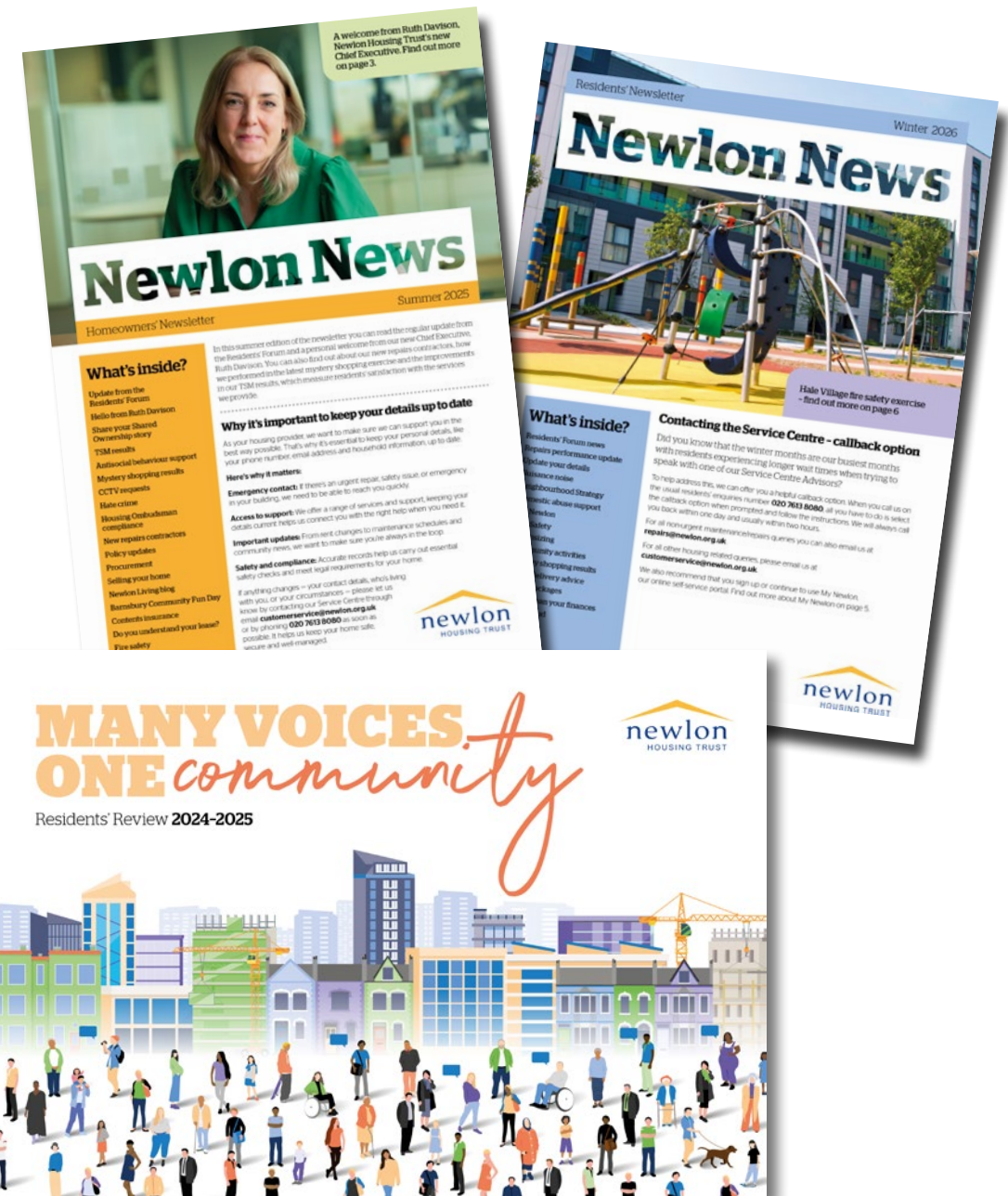
staff inductions.

- These measures won't be set or reviewed by us alone. They will be agreed and assessed by the Resident Strategy Group, which will meet every six months.
- We'll work in partnership with residents and other stakeholders to share learning and best practice.
- We'll listen to feedback from residents who are involved, and from our teams, and actively seek views from across the organisation. We'll share what we learn with you, staff and the Board, and where appropriate turn feedback into clear actions that can be monitored.
- We'll listen to your feedback to understand what is working well and where improvements are needed. We'll share this widely and take action in response.
- We'll encourage more residents to get involved in engagement activities and to share their views with us through a range of engagement opportunities, including the resident portal.
- We'll publish an annual update setting out our progress, successes and lessons learned.
- These measures are designed to see improved satisfaction levels, better relationships with our residents, and over-deliver on the TSMs, in particular TPO6 – Satisfaction that the Landlord Listens to Tenant Views and acts upon them and TPO7 – Satisfaction that the Landlord keeps tenants informed about things that matter to them.



How will we keep residents updated?

- Report progress updates to the Residents' Forum and Resident Services Committee and Board (two resident members), which meet quarterly.
- Report on resident engagement outcomes in our quarterly newsletter, Forum update and via rent statement inserts.
- Provide annual feedback through the Annual Report.
- Collaborate with our stakeholders regarding their communications so that information is consistent.
- Residents' dashboard.



Resident Engagement Action Plan – key objectives

	What we'll do	Outcomes – what are we aiming for?
1	Working together to improve	
1A	What – involving residents in existing processes such as recruitment, procurement, policy review.	Think Tank utilised in key procurements annually – tied to a Key Performance Indicator for the Resident Involvement team. Experience and skillset for residents enhanced. Involve residents in the recruitment of new front facing and senior staff. Review our policies and key documents: remove barriers for staff engagement with residents and vice versa. Staff encouraged to increase their engagement skills and utilise opportunities made available to them.
1B	How – reform existing Newlon processes to mandate residents being a part.	Involve residents in performance review. Think Tank utilised for feedback sessions. To feed into potential added value and development of new Key Performance Indicators. Outcome of feedback reported to Residents' Forum and on to Residents' Services Committee and Board.
1C	Who – Think Tank members, Mystery Shoppers.	Working together with contract managers to identify methods for integrating resident feedback. Resident views during lifetime of contracts fed into continuous improvement and integrated into the review and monitoring of key services. Reporting to the Residents' Forum. Maintain Think Tank membership above 200 and grow it to 250 members. Add new strands of involvement to the Think Tank's activities. Innovate to invigorate.
Supports	Consumer Standard 'Transparency, Influence and Accountability' departmental targets.	Demonstrate top down support for resident involvement e.g. from the Board and Directors. Demonstrate across Directorates, avoiding siloed working. Regular key messages delivered to staff through multiple channels via Communications team. Improved understanding of the importance and benefits of involving residents.

What we'll do		Outcomes - what are we aiming for?
2	Clear communication, real action	
2A	What - demonstrating to all residents that we listen and act on their suggestions and experiences.	Residents monitoring the Strategy state, this is about managing expectations and showing that we are listening and acting as far as is feasible. Bite size consumer and legislative information on the Newlon website. Surgery prior to the Residents' Forum. Embed and maintain our approach to Scrutiny.
2B	How - focussed brand in resident facing communications.	Co-develop a Consultation procedure which sets out organisational standards on how we will consult residents. Incorporate a Resident Involvement programme of training and skill enhancing opportunities for staff. Link training to appraisals, Personal Development Plans and Service Standards. Measure staff satisfaction. Co-develop a programme of training and skill enhancing opportunities for residents to build on their existing knowledge, skills and ability to engage. Measure resident satisfaction.
2C	Who - Resident Involvement team, Communications, Service Improvement amplifying across the business.	Review our resident involvement competency framework, outlining an appropriate skills and engagement profile for staff by team, and incorporate it into the Resident Involvement policy. Policy reviewed (Think Tank approved) and promoted to staff through multiple channels. Clarity provided on the nature of resident involvement and staff responsibilities. Training incorporated via induction and promoted internally. Training offer Think Tank approved. Promote the message of the benefits of Resident Involvement to both staff and residents, in terms of outcomes.
Supports	Trust Newlon work stream Trusting Newlon; Tenant Satisfaction Measures.	Empathy; trust; warmth. Review the Constitution of strategic resident groups to ensure they support the current Resident Engagement Strategy and Trust Newlon values.

What we'll do		Outcomes – what are we aiming for?
3 Your voice at the heart of decisions		
3A	What – ensuring success and longevity of our existing fora, associations and groupings. Capture and report all resident involvement activity across Newlon, not just those supported by the Resident Involvement team.	Maintain current resident membership of the Board to amplify the resident voice at that level. Hone the skills of others to step up when there are opportunities. Annually review the diversity of involved residents to see that they reflect our residents. Work with other departments within Newlon to capture, report and share data accurately. Take opportunities to measure and report resident satisfaction. Capture and report Strategic and Operational resident involvement data against annual performance measures. Form meaningful and effective feedback loops with/for Residents' Associations and groups.
3B	How – streamline and modernise how residents can access these groups. Recruit new and diverse voices to join.	Expand the use of digital consultations to residents. Offline and online promotion of consultation and collection of data so that residents, irrespective of their digital literacy or ownership of digital devices, can take part. Feedback results and how they were used to residents. Monitor and maintain this feedback. Update residents in a number of ways, including the portal. With regard to building safety work, each building within scope needs to have a bespoke resident engagement strategy which will be developed jointly with the residents and is a living document.
3C	Who – existing groups of residents. This is when residents come together.	Maintain an annual networking event for local residents' groups and Resident Inspectors to meet with each other, sharing key issues. Opportunity to identify common issues and possible solutions. Collect satisfaction data. Keep track of the number of residents employed as staff members at Newlon, Outward and our contractors.
Supports	Consumer Standard 'Transparency, Influence and Accountability' Departmental Targets.	

What we'll do

Outcomes - what are we aiming for?

4

Your strategy, connecting communities

4A

The success of this Strategy should be measured by residents at regular intervals.

Think Tank respondents to the RES survey and members of 23–26 strategy group formed the 26–29 strategy group and volunteered to monitor the Strategy throughout its lifecycle – meet every six months.

4B

Ensuring that the Strategy remains responsive and, if necessary developing it further within its lifespan.

A Strategy that reflects residents' needs and aspirations as well as best practice; incorporate regulatory and legislative changes and outcomes from six monthly meetings with RES group.

Supports

Consumer Standard 'Transparency, Influence and Accountability' Targets.



What next?

Over the life of the Strategy we will:

Monitor implementation of the Consumer Standards and TSMs, engaging residents in service response. Liaise with other areas of strategy covering Building Safety and Complaints.

Implement new and revised resident-led policies and procedures.

Promote involvement, effectively increasing numbers whilst maintaining diversity and equity.

Assess the impact of our involvement streams and review them annually, replacing or refreshing those which are underperforming, maintaining quality.

Maintain a flexible approach to engagement while embracing digital, providing opportunities for involvement to the degree and level residents choose.

Increase our awareness and understanding of local neighbourhoods and use data to tailor our involvement opportunities and communications to target groups, including those currently under represented.

To ensure support and resources are available for effective involvement we will:

Support resident groups to develop skills and access information and advice.

Ensure our venues are accessible to all residents.

Vary the times and locations of activities, including evenings, and offer a mixture of face to face and digital meetings, events and training opportunities.

Provide the appropriate staff to attend and support events and activities.

Provide dedicated financial resources to support resident involvement.

Assess the training needs of individuals and groups for involvement purposes and provide the resources to meet the need.

Regularly publicise our involvement work so residents know what is on offer, and how to access it.

Liaise with stakeholders to use joint resources effectively.

By 2029 involvement at Newlon will be improved because it will:

Be embedded consistently across the organisational culture, ensuring residents are at the heart of every decision that affects their homes and local neighbourhoods; over-delivering on TSMs.

Have a broad range of effective involvement strands which deliver positive change for both residents and staff.

Have a growing number of engaged and diverse residents so that decisions reflect the needs and priorities of more residents.

Provide or signpost to training and support that will empower residents to play a full and active role in engagement.

Have clear outcomes for involvement activities and transparent reporting methods, allowing everyone to see the value of involvement across the organisation.

Have a proven track record of the resident voice in scrutiny and governance being forces for change and improvement.

Contact us

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This document is available in other formats.