



St George Housing

RESIDENT ENGAGEMENT POLICY

October 2023

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1. INTRODUCTION

- 1.1 St George Housing (SGH) is committed to fostering a resident-centric environment that values customer service, provides meaningful choices, and addresses complaints with transparency and fairness. This Resident Engagement Policy outlines our dedication to involving and empowering residents, and understanding their diverse needs with the aim of delivering better services.
- 1.2 This policy outlines our strategy and sets out how we will achieve our goals.

2. POLICY STATEMENT

- 2.1 SGH is dedicated to providing a resident-focused environment in accordance with the standards set by the Regulator of Social Housing. We commit to delivering choices, information, and communication tailored to the diverse needs of our residents, ensuring transparent and accessible complaint resolution. Through active involvement and empowerment initiatives, residents will have opportunities to influence policies, service standards, and strategic priorities.
- 2.2 We pledge fair and respectful treatment to all residents, understanding and addressing diverse needs, including those related to equality strands and additional support requirements.

3. LEGAL FRAMEWORK

- 3.1 The legal framework that underpins the policy has taken into account the following legislation, regulation and codes of practice.
 - Housing Act 1996
 - Equality Act 2010
 - Social Housing (Regulation) Act 2023
- 3.2 This policy complies with the Regulator of Social Housing (RSH) Standards.

4. SCOPE AND OBJECTIVES

- 4.1 This policy applies to all residents of SGH. The objective of this policy is to set out our approach to promoting resident engagement and our commitment to ensuring enhanced customer satisfaction, fostering resident involvement, and addressing complaints effectively and championing the diverse needs of our residents.

5. STRATEGIC AIMS

5.1 Our revamped strategy introduces innovative approaches to partnership working, aiming to better address the diverse needs of our residents and foster more inclusive participation in scrutiny, service planning, decision-making, and service delivery.

5.2 The goal is to elevate community engagement in all areas where we establish homes, reinforcing collaborative efforts to enhance the overall well-being of our residents. The following sets out our strategic aims and how will achieve those goals.

5.3 **Listen to Customer Feedback:**

- Establish regular channels for collecting and analysing customer feedback.
- Implement feedback mechanisms to capture resident insights on service delivery.
- Conduct surveys and focus groups to understand evolving resident needs and expectations.
- Utilize technology for real-time feedback and continuous improvement.

5.4 **Get it Right the First Time**

- Enhance training programs for staff to ensure competence and accuracy in service delivery.
- Implement robust quality assurance measures at each stage of the housing service process.
- Regularly review and update processes to minimize errors and streamline operations.
- Foster a culture of accountability and continuous improvement within the organisation.

5.5 **Deliver on Our Promises**

- Clearly define and communicate service standards and commitments to residents.

Establish performance metrics to monitor and measure the fulfillment of promises.

- Regularly review and update service offerings to align with resident expectations.
- Implement proactive measures to address potential issues before they escalate.

5.6 **Effective Communication with Residents and the Community**

- Develop a comprehensive communication strategy that includes diverse channels.
- Ensure timely and transparent communication regarding service changes and updates.
- Foster community engagement through events, forums, and online platforms.
- Collaborate with local community organisations to strengthen links and address collective concerns.

5.7 **What will Success look like:**

- Our residents will feel valued
- Our residents will feel respected
- Our residents will feel listened to
- SGH will be more accountable
- SGH will develop better services shaped by our residents.

5.8 These strategic aims form the foundation of our commitment to excellence, ensuring a responsive, reliable, and communicative housing association that continuously evolves to meet the needs of our residents and the community.

6. **CUSTOMER SERVICE, CHOICE, AND COMMUNICATION**

6.1 We are committed to delivering choices, information, and communication that align with the diverse needs of our residents while upholding the standards set by the Regulator and Housing Ombudsman.

6.2 Our approach to handling complaints is clear, simple, and accessible, ensuring prompt, polite, and fair resolutions. We annually assess our complaints processes against the Housing Ombudsman Complaints handling code and publish these findings on our website.

7. **RESIDENT INVOLVEMENT AND EMPOWERMENT**

7.1 Residents will be given opportunities to influence and participate in the formulation of housing-related policies, decision-making processes, scrutiny of performance, home management, repair services, and the development of local service delivery offers.

7.2 We will obtain annual feedback from our residents via the Resident Satisfaction Measures Survey which is available on our [website](#). This survey aims to capture resident feedback on our performance in key areas including repairs, health and safety, resident engagement, and anti-social behaviour.

8. **UNDERSTANDING AND RESPONDING TO DIVERSE NEEDS**

8.1 We pledge to treat all residents with fairness and respect, acknowledging and responding to the different needs of our residents, including equality strands and those with additional support needs.

9. CUSTOMER SERVICE, CHOICE, AND COMPLAINTS

- 9.1 Residents will be provided with accessible, relevant, and timely information on how to access services, housing service standards, performance against standards, service choices, progress of repairs, communication methods, resident and provider responsibilities, and arrangements for involvement and scrutiny.
- 9.2 Complaints can be expressed through various channels, with clear service standards for resolution. We will inform residents about the use of complaints to enhance services, publish annual complaint information, and accept complaints from authorized resident advocates.

10. SUPPORT FOR RESIDENT EMPOWERMENT

- 10.1 Residents will be supported in exercising their Right to Manage, forming resident panels, and receiving relevant performance information for effective scrutiny. An annual report, including repair and maintenance budget information, will be published.

11. CONSULTATION ON LOCAL OFFERS FOR SERVICE DELIVERY

- 11.1 Residents will be consulted on the scope of local offers, including monitoring, reporting, and scrutiny arrangements, with periodic reviews.

12. CHANGES IN LANDLORD OR MANAGEMENT ARRANGEMENTS

- 12.1 Proposed changes will be consulted with affected residents, providing clear details on advantages, disadvantages, and costs. Outcomes of consultation will influence decision-making.

13. THREE-YEARLY CONSULTATION

- 13.1 Residents will be consulted every three years on optimizing their involvement in the governance and scrutiny of the organisation's housing management service.

14. RESPONSIVE SERVICE PROVISION

- 14.1 We will demonstrate responsiveness to residents' needs in service provision and communication.

15. EQUALITY IMPACT ASSESSMENT

- 15.1 In writing this policy we have carried out an assessment to ensure that we are considering, equality, diversity and inclusion. Our assessments did not indicate that any group had been adversely impacted by our approach to allocations.
- 15.2 We have also carried out a privacy impact assessment as information regarding applicants is sensitive. However, responsible information sharing plays a key role in the letting of our homes. We follow information sharing protocols with local authorities and our partners where they are in place.

15.3 To request copies of these assessments, please contact info@stgeorgehousing.co.uk

16. RELATED INTERNAL POLICIES

- 16.1 Equality and Diversity
- 16.2 Complaints Policy
- 16.3 Repairs Policy
- 16.4 Policy Framework
- 16.5 Management Arrangements Framework
- 16.6 Management Information Framework
- 16.7 Procurement Policy

17. CONSULTATION

- 17.1 This policy will be reviewed in consultation with residents, staff other key stakeholders.

18. REVIEW AND APPROVAL

- 18.1 This policy will be reviewed at least annually or as required to take into account changes in legislation.

Responsible officer: Chief Executive

Policy Author: Chief Executive

Policy version: V1

Date of Board Approval: November 23

Date the next review is due: November 24