

Partners Resident Engagement Strategy



This strategy sets out Partners approach to Resident Engagement.

Partners is committed to effective and meaningful engagement with residents to help us deliver high quality and continuously improving services. The focus of engagement activity will be regularly reviewed and driven by resident feedback and our business priorities.

This strategy offers a range of engagement opportunities which will enable all residents to be involved in a way that best suits them. We will actively promote engagement opportunities at all resident events.

We will ensure that regular, relevant information about Partners performance is made available on Partners website and in Partners Gazette.

We will aim to ensure that residents engaged through these structures broadly reflect the diversity of Partners residents and we will pursue opportunities to identify and engage hard-to-reach groups.

We will cover any reasonable costs incurred by residents involved in resident engagement activity. We will help residents who want to access training and development opportunities to help them participate in engagement activity.

This strategy is aligned to our annual plan and will support our business priorities and Islington Council's engagement strategy.

Partners' staff will be encouraged to access resident engagement opportunities when considering changes to their service.

Success of the strategy will be measured through the numbers involved in meaningful engagement and the positive impact on Partners services.

The strategy will be monitored by the Service Improvement and Engagement Team.

Consultation for this revised strategy was carried out via Partners Gazette, Open Forum, website and Engagement Register.

Resident Engagement Drivers

The following will be used to influence and inform the focus of resident engagement during the timeframe of this strategy. Areas of focus will be flexible and agreed with Partners senior managers:

- Partners annual business plan
- Resident feedback received via complaints, correspondence, members enquiries, Partners Open Forum
- Staff feedback
- Proposed changes to Partners services
- External factors and legislation e.g. introduction of Awaab's Law
- Islington Council.

Annually a resident engagement plan setting out the planned activity for the year will be agreed with Partners senior managers and shared with Islington Council.

Resident Engagement Opportunities

Partners Engagement Register

- A register of volunteers who express specific interests and preferred methods of engagement with Partners. Members are contacted when appropriate opportunities are available
- Residents can join and leave the register at any time
- Residents receive information from 3rd party organisations which match their interests and preferences.

Partners Open Forum

- Bi-monthly meetings providing the opportunity to ask questions of representatives of Partners, normally the Service Improvement and Engagement Manager and another manager
- Opportunity to influence service planning and service improvement priorities
- Normally held either via Zoom or in person at Partners' office
- No set agenda
- Performance information available at every meeting
- Open to anyone, no membership
- 'Hot topic' issue-based consultation where appropriate
- Individual issues followed up directly with the individuals raising them; issues of wider interest to Partners residents published in the meeting notes on Partners website.

Satisfaction surveys

- Postal, online, email, text and telephone surveys (residents may opt out of surveys)
- Regular monitoring of resident satisfaction with a range of services.
- Monthly satisfaction surveys are published on Partners website.

Mystery Shopping

- Testing Partners service through live interaction.
- Checking specific aspects of the service and feeding back on how the experience was for you.
- Opportunity to help improve services using your experience and understanding as a Partners resident.

Complaints and Repairs Panel

- Detailed review of complaints and Partners response to them to identify opportunities to improve outcomes for residents and Partners.
- Using your experience as a Partners resident you'll tell us where our complaint investigation and response could be better.
- Review of specific repairs and the communication and process involved in their completion.
- Using your experience as a Partners resident, you'll tell us how we could improve them.

Chance to Chat

- Informal meeting with a member of Partners Management Team
- Opportunity to ask questions about any aspect of Partners services on a 1:1 basis
- Residents request meetings via enquiries@partnersislinton.net, via the website www.partnersislinton.net or via the phone 0800 587 3595.

Social Events

- Throughout the year Partners will arrange social events for residents. Previous examples include the cinema club and Christmas party.
- Residents will be consulted on choice for these events through Partners Gazette, Partners Website and Partners Engagement Register.
- The purpose of the activities is to promote social inclusion and wellbeing and to give Partners staff the opportunity to meet with residents outside of the normal work environment.

Residents' Corner

- Residents have been invited to contribute to Partners Gazette by submitting articles for a 'Resident's Corner'.

- This gives residents the opportunity to share news, information, events etc with other Partners residents.
- Examples to date include an article on how to save money on gas bills.

Tenants and Residents Associations (TRAs)

- Partners residents are welcome to set up TRAs but these are less common for street properties of the type managed by Partners because of the relatively small number of homes in each property.
- Usually estate based and block based associations
- Operate in a variety of ways
- Represent the views and draw attention to issues experienced locally by residents
- Encouraged to attend Tenants and Residents Panels.

How to get involved

For more information on Resident Engagement please contact Partners Service Improvement and Engagement Team on:

0800 587 3595 / 020 7288 8310

enquiries@partnersislington.net

or visit our website www.partnersislington.net

or complete our online form: www.partnersislington.net/get-involved/engagement-register/

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