

## 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.

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 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. Best practice and feedback from staff and Islington Council were also included.

## **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 Universal Credit
- 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
- Members receive three newsletters a year.

### **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 at the Town Hall, Upper Street
- No set agenda
- Performance summary available quarterly
- 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 on Partners website.

### **Resident Scrutiny**

- Resident scrutiny will support the annual service plan. We will complete at least one scrutiny exercise per year

- We will recruit volunteers with an interest in the scrutiny topic and work in a way that suits them e.g. meetings, telephone, email
- We will report scrutiny findings via Partners Open Forum, Partners Gazette, and Engagement Newsletter and where appropriate to Islington Council's Housing Scrutiny Committee.

### **Focus Forums**

- One-off Forums on a specific subject
- The subject will be identified as an area of interest, whether through other feedback / engagement mechanisms, or because it is an area of our business where we are making changes
- There will be a presentation on the subject by relevant officers, then an open question and answer session
- We will invite questions in advance on the subject, so that they can be addressed at the Focus Forum
- Open to all – residents, Councillors, interested local people
- We will consider ways of using new / available technology to develop these such as on-line questions

### **Customer Experience**

- Partners will work with Islington Council to support resident surgeries run by Islington Council
- Residents may ask to accompany surveyor(s) from Partners Asset Management Team on inspections
- Residents may ask to visit service areas to help improve services. Such requests will be discussed and considered carefully
- Residents would be asked to provide feedback to Partners.

### **Satisfaction surveys**

- Postal, online, email and telephone surveys (residents may opt out of telephone surveys)
- Regular monitoring of resident satisfaction with a range of services.

### **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](mailto:enquiries@partnersislington.net)

or visit our website [www.partnersislington.net](http://www.partnersislington.net)