

## RESIDENT ENGAGEMENT EVENTS 2021

For this round we are mainly targeting the high rise blocks on our estates as well as areas where there are no residents associations and/or we have little or no representation on our panels or contact over the past few years. This will be a rolling programme with the hopes of covering as many areas as possible over time. We will be working in pairs in order to have sight of each other, but will knock doors individually. PPI should be worn. There are two time slots – **10am – 1pm** and **2pm – 5pm**. Where the area cannot be completed within the given time, we will consider a 'mop-up' exercise on another day.

The aim of the exercise is to engage with as many residents as possible on the doorstep and complete a short questionnaire to find out their experience of council services and getting in touch with the council. This is a listening exercise. We have also included information about ways to get involved in our resident involvement structure as well as some basic equalities questions.

The questionnaire will be anonymous, however, where residents express an interest in starting up an association or forum in their area or joining one of our panels or groups, and the residents is happy to do so, we will complete one of our '**Get Involved**' forms on the doorstep. Alternatively, the form can be left with the resident to complete, ticking the box on the questionnaire that indicates that this is what has been done. We also need to take their contact details in order to follow up with further resident involvement information.

The intention is not to go into every single home for a long chat, however, if a resident would like you to come into their property to look at something such as a repair or emerging problem, then we should do so, observing the necessary safety measures. Pictures should be taken where possible. We will have '**reporting an issue**' forms to record any repairs, issues, etc that residents may raise. Make a note on the questionnaire that something has been reported.

Where a resident is not at home, we will leave a '**calling card**' that will have the contact details of the resident involvement team. If they contact the team, we will complete the questionnaire via the phone.

**Information sheets** for each block containing relevant contact details for tenancy, caretaking, repairs, local councillors, etc will be prepared and these should also be handed to residents, posted through letterboxes if they are out, and where possible, put up in noticeboards.

At the end of each event the RI team officer(s) should collect all of the completed questionnaires for subsequent inputting to the database. Tenancy Officers to take ownership of any issues that came up along the way for subsequent action or signposting. Anything urgent should be passed on to the relevant team for immediate action.

## **SUMMARY:**

- **Work in pairs, keeping sight of each other. Knock doors individually**
- **Complete the questionnaire on the doorstep**
- **Complete Get Involved form where resident expresses an interest or leave with them, ticking the relevant box. Make a note of their door number/contact details so we can follow up.**
- **Complete Reporting an Issue form where necessary. Take pictures if possible**
- **Hand information sheet to resident with short explanation**
- **Leave calling card and information sheet if no one is home**
- **RI team to collect and input questionnaires**
- **Officers to signpost/report/action any issues as appropriate**