



# Resident Engagement Involvement Framework TLP

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Management

# Resident Involvement Framework

## What is required

- ▶ Review of the current formal involvement opportunities and their effectiveness
- ▶ Framework developed where Residents have evidence that their voice has been heard and know how they have influenced services.
- ▶ Will deliver opportunities for residents to influence service design and delivery as well as to hold Croydon to account.

# Current Involvement Framework

Tenant Satisfaction Measure Surveys ( TSM)

Mystery Shopping

New Home Survey

Tenancy Surgeries

Resident Associations/Forums

Neighbourhood Voice Forms

Major Works Resident Engagement

Get Involved Database

Task and Finish groups

Estate Walkabouts

Ad hoc surveys

Scrutiny Panel

Performance Monitoring Group

Complaints Panel

**Readers Policy Group**

TLP

Repairs Re-procurement

Ad-hoc focus groups

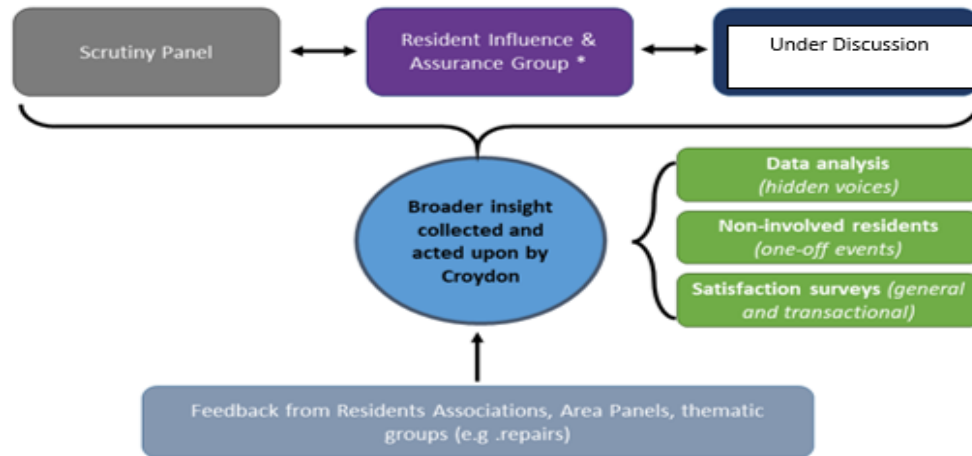
	Strategic engagement and consultation
	Performance and service improvement
	Existing RI activities - Operational

# Where are we now?

- ▶ Design Group
- ▶ Co- Design of Resident Involvement Strategy and Implementation Plan
- ▶ Residents- involved and others not previously involved
- ▶ Staff from across housing e.g Tenancy and Compliance

**New Influencing Structure**

# Proposed Framework- for discussion



# Going forward examples

- Creation of a Resident Influence and Assurance Group – small strategic body – influences scrutiny, strategy & priorities
- TLP – redefining its purpose and membership( **Tenants Voice**)
- Digital offer to increase involvement
- Define remit of Resident Contract Monitoring Group
- Increasing the voice of the silent majority
- Structured programme of Involvement
  - One-off events
  - Task and finish
  - Surveys and focus groups
- Revised roles & responsibilities
- Complaints Panel with revised objectives
- Robust Communications – You said we did- Capture and record outcomes & learning





Thank you for listening

Any Questions