



## Resident Involvement Plan 2025 - 2028

As we strive to continually improve our services listening to our residents is the most effective way to do this. We value their opinions, and especially their suggestions. Our Corporate Strategy clearly says that we want to empower our residents, this involvement plan sets our plan to give our residents the opportunities to do this.

### **Purpose:**

The purpose of this plan is to enhance resident engagement by building on past successes and learning from residents' experiences. It aligns with BHA's Corporate Strategy and meets the RSH Consumer Standards.

### **Scope:**

This plan applies to all residents and staff involved in the development, implementation, and evaluation of resident involvement activities.

### **Strategic Objectives:**

- ✓ **Increase Resident Involvement**
  - ✓ Implement targeted opportunities to engage underrepresented groups.
  - ✓ Use digital platforms to reach a wider audience and make engagement more accessible.
- ✓ **Improve Local Involvement**
  - ✓ Organise community events and workshops to discuss local issues.
  - ✓ Use surveys and polls to gather resident opinions on specific topics.
- ✓ **Enhance Tenant Happiness**
  - ✓ Ensure prompt and transparent responses to resident feedback, concerns and suggestions.
  - ✓ Use Door to Door magazine, social media, and community meetings to keep residents informed and to share updates and outcomes.
- ✓ **Achieve Service Improvements and Efficiency**
  - ✓ Use data to find areas for improvement.

- ✓ Conduct thorough reviews to improve services. Use feedback from engagement activities to improve services.
- ✓ **Generate Community Benefits**
  - ✓ Work with other housing providers to do joint events where we identify low satisfaction or identify common concerns in neighbourhoods.
  - ✓ Encourage residents to take active roles in community projects.
- ✓ **Deliver Positive Social Outcomes**
  - ✓ Provide training and development opportunities for members of the Tenant Assurance Panel.
  - ✓ Recognise and celebrate the contributions of involved residents.

### **Monitoring and Evaluation:**

The Tenant Assurance Panel (TAP) will monitor this strategy. TAP will provide annual reports to the Board and feedback to residents. The strategy will be reviewed and adjusted based on feedback and evaluation results.

### **Responsibilities:**

- **Board Members:** Participate in resident involvement events and ensure resident feedback is considered in decision-making.
- **Staff:** Include resident involvement in committee reports, actively discuss feedback, and develop approaches to involve residents in their areas of work.
- **Residents:** Engage in involvement activities, provide feedback, and hold BHA to account about improving services.

### **Support and Feedback**

BHA offers a variety of ways to get involved including both digital and in person engagement opportunities.

Regular feedback will be provided through Door to Door magazine, feedback following out and about visits, complaint learnings and social media.

BHA is committed to supporting residents who want to be involved, this can include paying agreed expenses or providing access to technology and making reasonable adjustments.

### **Engagement Opportunities**

BHA offers a range of ways for residents to be involved. Below is a summary of each option. In addition, we may offer targeted events to specific groups of residents where we have low satisfaction.

### Tenant Assurance Panel:

The Tenant Assurance Panel is responsible for holding the Association accountable for its services. It provides the Board with insights based on reviews of satisfaction feedback, complaints, performance, and value for money. The Panel aims to offer both assurance and constructive challenges to the Board.

Using feedback from other residents, the Panel conducts an annual review of Broadland's approach to various charters and standards, including the Tenants Charter, Housing Ombudsman Complaint Handling Code, Resident Engagement Policy and compliance with RSH Consumer Standards.

### The Building Safety Panel:

The Building Safety Panel has been established to provide independent assurance to the Board. Its purpose of the panel is to work in partnership with Broadland to review compliance, performance, and complaints. This is a requirement of the Building Safety Act for all high-rise buildings.

The panel will review building safety policies, performance, and compliance and complaints seeking to improve standards based on residents' feedback.

### The Digital Panel:

The Digital Panel aims to engage residents in a more accessible and flexible manner. The Digital Panel reviews a wide range of documents, including policies and procedures, providing a resident's view before they are implemented.

### The Housing for Over 55s Panel:

The Housing for Over 55s Panel aims to identify and address topics important to residents who live in an over 55's home. The group collaborates with BHA to improve services, safety, and third-party services that enhance independence and community well-being. They also focus on encouraging feedback and reducing social isolation.

### Younger Residents Advisory Group:

The Younger Residents Advisory Group aims to engage younger residents, aged between 18 and 25 to ensure their voices are heard in the decision-making processes. The group focuses on issues that our younger residents want to discuss and will work with them to decide how best to carrying this out.

### Community Conversations:

The Community Conversations meetings aim to engage residents in meaningful discussions about their experiences living in a Broadland home. The meetings provide an opportunity to give feedback and suggestions on improving Broadlands services.

### Community Inspectors:

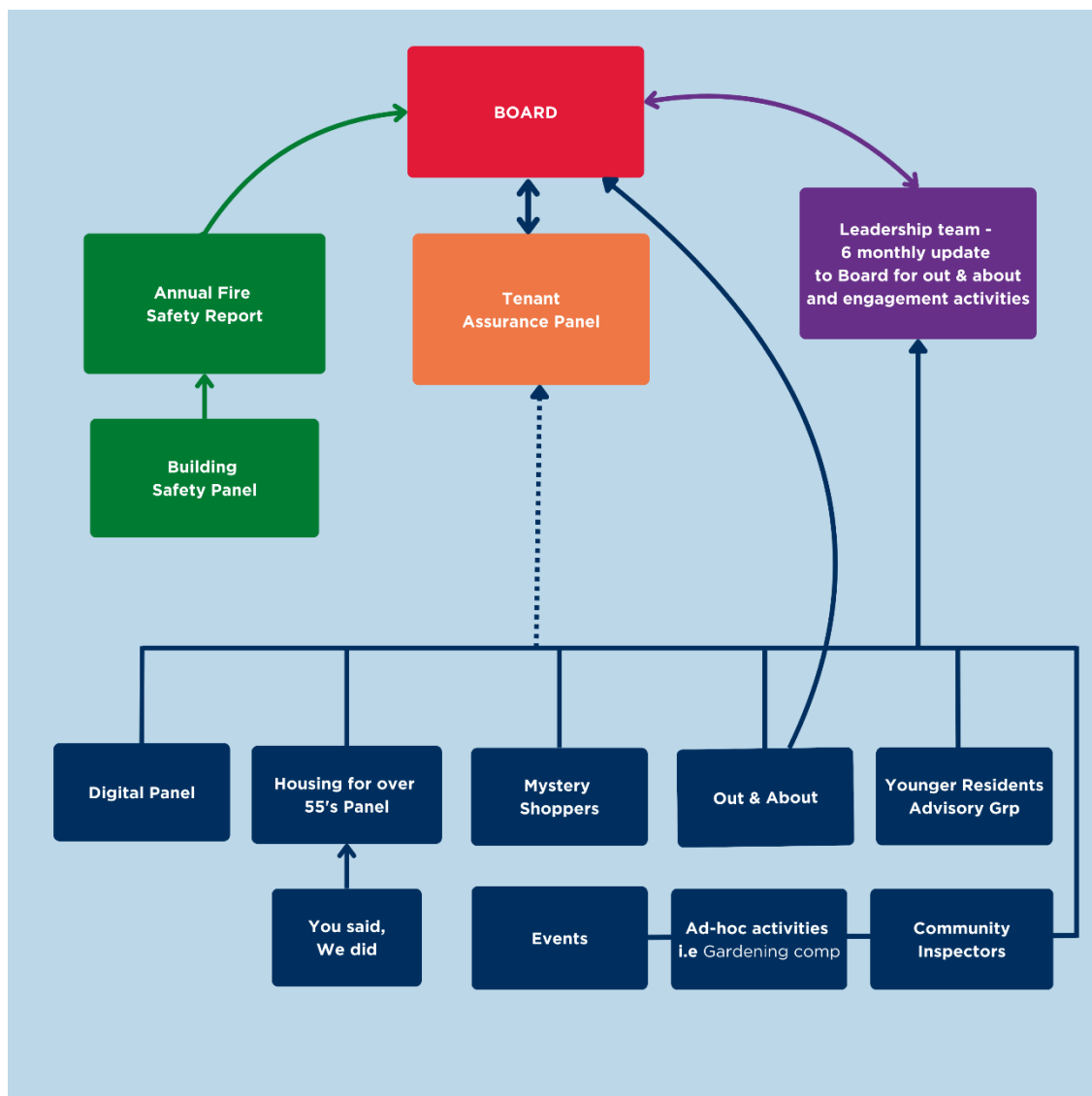
The Community Inspections carrying out inspections on the scheme where they live. They review Health & Safety, gardening services, cleaning services. They ensure that issues are picked up and dealt with in a timely manner.

### Mystery Shoppers:

The Mystery Shoppers inspect our empty homes before a new resident moves in. They ensure that Broadland are complying with its Empty Homes Standard, reporting issues so that they can be fixed before a new resident moves in.

Mystery Shoppers also carrying out inspections when reporting a repair to our Customer Services team. They ensure that we are following our procedures and provide a good service at first point of contact.

### **Engagement Structure**



## Resident Engagement action plan – key objectives

		How we will achieve:
<b>Increase Resident Involvement:</b>	✓ Implement targeted opportunities to engage underrepresented groups.	<ul style="list-style-type: none"> <li>• Enhance the initiatives of the Younger Residents Advisory Group to attract and recruit younger members for engagement groups.</li> <li>• Conduct an effective recruitment campaign to attract new and diverse Tenant Assurance Panel members.</li> <li>• Offer to conduct Tenant Assurance Panel meetings and other engagement sessions online to encourage broader participation.</li> </ul>
	✓ Use digital platforms to reach a wider audience and make participation more accessible.	
<b>Improve Local Involvement:</b>	✓ Organise community events and workshops to discuss local issues.	<ul style="list-style-type: none"> <li>• Provide small fund for residents to set up their own resident associations.</li> <li>• Carry out surveys and polls to collect opinions on community events.</li> <li>• Provide local targeted engagement events</li> <li>• Provide community conversations in local areas</li> </ul>
	✓ Use surveys and polls to gather resident opinions on specific topics.	
<b>Enhance Resident Happiness:</b>	✓ Ensure timely and transparent responses to resident feedback, concerns and suggestions.	<ul style="list-style-type: none"> <li>• Conduct year-round Out and About visits to schemes with low satisfaction to understand</li> </ul>

	<ul style="list-style-type: none"> <li>✓ Use Door to Door, social media, and community meetings to keep residents informed and to share updates and outcomes.</li> <li>✓ Plan and carry out year round out and about visits, ensuring that these are spread evenly across the county. Inform residents of outcomes and actions</li> </ul>	<p>residents' concerns. Inform residents individually of outcomes and suggestions. Resident letters will be shared with the Board, Board will monitor progress of action plan. Board members will attend when available.</p> <ul style="list-style-type: none"> <li>• We will utilise door-to-door and other communication methods to inform residents about the developments and accomplishments achieved in the last quarter.</li> </ul>
<b>Achieve Service Improvements and Efficiency:</b>	<ul style="list-style-type: none"> <li>✓ Use data to identify areas for improvement.</li> </ul>	<ul style="list-style-type: none"> <li>• Publish monthly performance information on our website</li> <li>• Provide data to the Tenant Assurance Panel to enable the Panel to conduct thorough scrutiny reviews.</li> <li>• Continually improve the information provided in Door to Door magazine</li> </ul>
	<ul style="list-style-type: none"> <li>✓ Use feedback from engagement activities to improve services.</li> </ul>	
<b>Generate Community Benefits:</b>	<ul style="list-style-type: none"> <li>✓ Work with other housing providers to do joint events where we identify low satisfaction or identify common concerns in neighbourhoods.</li> </ul>	<ul style="list-style-type: none"> <li>• Actively engage with the Resident Voice project with Independent East</li> <li>• Promote Broadland Meridian funding to Broadland residents</li> <li>• Encourage and promote residents and public to become a Member of Broadland</li> </ul>
	<ul style="list-style-type: none"> <li>✓ Encourage residents to take active roles in community projects.</li> </ul>	

<b>Deliver Positive Social Outcomes</b>	✓ Provide training and development opportunities for engaged residents.	<ul style="list-style-type: none"> <li>• A comprehensive induction program for new recruits of the Tenant Advisory Panel (TAP)</li> <li>• Provide training to the Community Inspectors and Mystery Shoppers</li> <li>• Promote Good Neighbour Awards</li> <li>• Offer local events, such as litter picks. Invite local recycle organisations to participate.</li> </ul>
	✓ Recognise and celebrate the contributions of involved residents.	