



Policy: Resident Engagement
Approved by: BHA Board

Date Approved: January 2025

Frequency of review: Every 3 years

POLICY STATEMENT:

The purpose of this policy is to enhance resident Engagement and Scrutiny. It aligns with BHA's Together with Tenants commitments, focusing on Voice and Influence and Accountability, and the Regulator for Social Housing's transparency influence and accountability Standard.

This policy has been developed to ensure Broadland complies with current legislation, regulatory expectations and good practice, and will be subject to ongoing review.

Policies apply to all legal entities within Broadland unless stated otherwise.

SCOPE:

This policy covers the board and committees, residents and staff who are involved with resident engagement and scrutiny.

The Housing Association Board has three resident board places.

The Association has an open shareholding approach. All tenants, who at the time of application are not a perpetrator of anti-social behaviour or in arrears, are eligible to become Members of Broadland.

The Tenant Assurance panel (TAP) is part of the governance structure and has places for 8 tenants and an independent chair. TAP check the implementation of this policy.

The Fire Safety Panel gives independent assurance to the Board and the Tenant Assurance Panel for high rise buildings.

The Housing for Over 55's panel (HOP) identify topics which are of importance to people aged 55 and over whom live in a home rented from Broadland Housing Association (BHA)

The digital panel responds to surveys digitally as and when asked. Feedback is sought on a variety of issues. The questions are all sent in a digital format, usually in a survey format.

The Resident Voice project with Independent East will scrutinise the Tenant Satisfaction Measures and provide reports to the TAP.

KEY STAFF RESPONSIBILITIES:

Board -The Board is responsible for ensuring the continued development of this policy.

Participate in resident involvement events and ensure resident feedback is considered in decision-making.

Senior management - The Management Team are responsible for ensuring that policies and procedures are followed by all concerned.

Senior Managers will be responsible for being the lead for out and about visits and for ensuring that resident feedback is responded to, actioned and followed up in their respective area.

Staff

Employees are responsible for ensuring they are fully aware and adhere to the terms set out in the policy.

All staff are required to attend at least one resident engagement event each year

The Communication and Tenant Participation team support engagement and scrutiny activities and deliver internal and external communications.

DEFINITIONS:

Broadland – all entities of Broadland Housing Association (unless otherwise stated)

H&S – Health & Safety

EIA – Equality Impact Assessment

RSH – Regulator of Social Housing

Independent East – an alliance with local Housing Associations

Residents Voice Project – A project with Independent East to deliver outcomes that benefit a broad number of tenants across the Independent East landlords.

Together with Tenants is a sector-wide initiative aiming to strengthen the relationship between residents and social landlords.

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RELVANT KEY LEGISLATION AND RELATED DOCUMENTS: (not limited to)	
Legislation	Documents
	The RSH Consumer standards Together with Tenants Complaints Policy Terms of reference for the Tenant's Assurance Panel Terms of Reference for the Fire Safety Panel

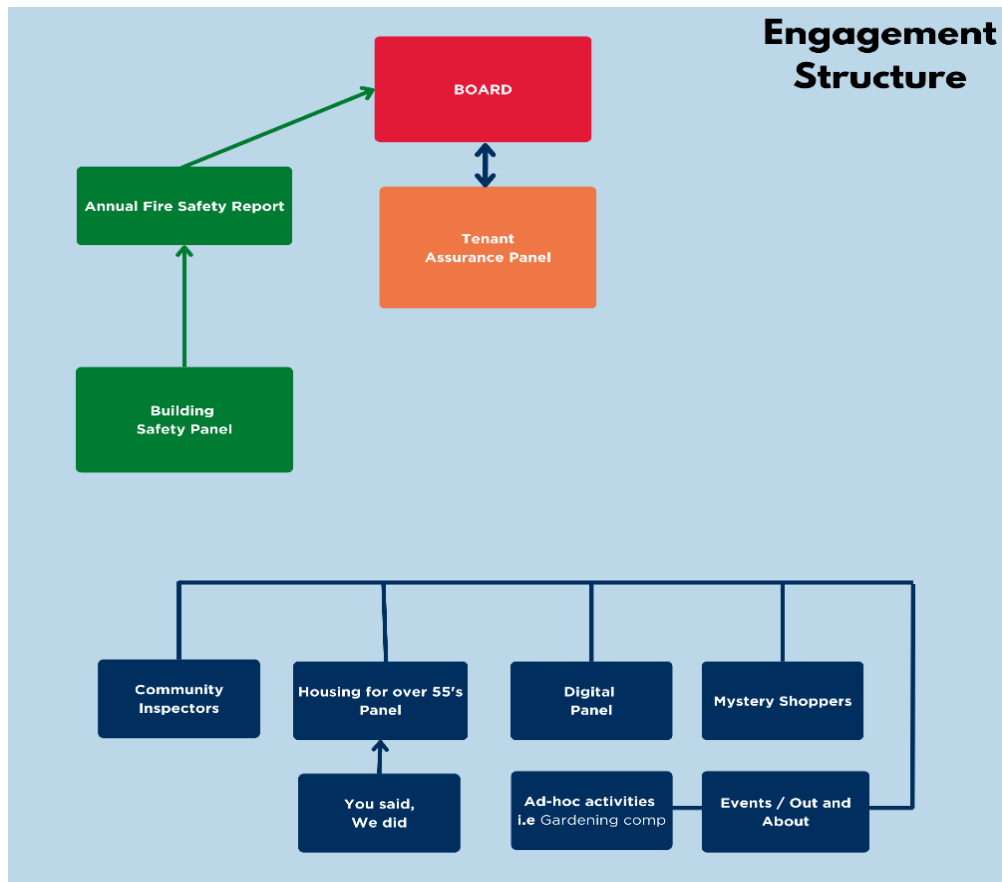
EQUALITY IMPACT ASSESSMENT: This policy has had an Equality Impact Assessment (EIA) that has identified that this policy does not discriminate either directly or indirectly and does not disadvantage any individual or group.

DATA PROTECTION This policy (and associated plan) requires a Data Protection Impact Assessment (DPIA), and appropriate risk mitigations implemented. Please refer to the Tenant and Employee Privacy Notices, and the Data Protection Policy and Procedures, for details on Broadland's use, security, sharing and retention of personal data.

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IMPORTANT PRINCIPLES:

The current structure for scrutiny and engagement is included below



Engagement Opportunities:

The current Engagement opportunities for residents are:

- Tenant Assurance Panel
- Building Safety Panel
- Digital Panel
- Housing for over 55's Panel (HOP)
- Younger Persons Network
- Community Events and Out and About
- Community Conversations
- Community Inspectors
- Mystery Shopping
- You said we did (for sheltered housing schemes)
- Subject based involvement events, such as repairs or service charges

The Tenant Assurance Panel (TAP)

provides an independent, customer-focused advisory and scrutiny role. It ensures that tenant perspectives are considered in decision-making processes and service delivery

improvements. It provides independent, tenant-led scrutiny of the services provided by Broadland Housing Association. The TAP helps to ensure that tenants are at the heart of decision making and service provision and to influence Board decisions on how the Association responds to challenges.

The Building Safety Panel

The Building Safety Panel has been established to provide independent assurance to the Board and the Tenant Assurance Panel. Its purpose is to hold the Association accountable by updating them on service requirements and improvements related to building safety compliance, performance, and complaints. This is a requirement of the Building Safety Act for all high-rise buildings.

The Panel, along with engaged tenants, will use feedback from other residents to advise and make recommendations to improve building safety, incorporate residents' views, and involve them in building safety matters. The panel will continuously review building safety policies, performance, and compliance, 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. It is part of the broader resident engagement strategy and is designed to ensure that residents can participate in discussions and provide feedback on services and initiatives without the need for physical attendance. This approach helps to include a wider range of residents, particularly those who may find it difficult to attend in-person meetings due to various barriers such as childcare or transport issues.

The Housing for Over 55s Panel:

The Housing for Over 55s Panel aims to identify and address topics important to residents aged 55 and over who live in homes rented from Broadland Housing Association (BHA). The group collaborates with BHA to improve services, living environments, safety, and third-party services that enhance independence and community well-being. They also focus on encouraging feedback, reducing social isolation, and supporting community thriving.

Younger Persons Network:

The Younger Persons Network aims to engage younger residents and ensure their voices are heard in the decision-making processes. The network focuses on identifying and addressing issues that are important to younger residents, such as improving services, enhancing living environments, and promoting safety and independence.

Out and About

Out and Abouts are a continuous programme involving staff visiting a scheme or locality, having given previous notice to residents about when the visits will take place. The aim is

to knock on every door and to have a conversation with those tenants willing to have a conversation.

The results will be fed back to each scheme quarterly, with a response to the issues raised.

Community Conversations:

The Community Conversations initiative aims to engage residents in meaningful discussions about their experiences, needs, and suggestions for improving services and living conditions. It is part of a broader resident engagement strategy designed to ensure that residents have a platform to voice their opinions and contribute to decision-making processes

Community Inspectors:

The Community Inspectors initiative involves residents in the inspection and evaluation of their local communities. It empowers residents to take an active role in monitoring and evaluating services, gathering firsthand feedback on the condition of their living environments, and addressing issues important to them.

Mystery Shoppers:

The Mystery Shoppers initiative involves residents in evaluating the quality of services provided. It empowers residents to monitor and evaluate services, gather firsthand feedback on service quality, and address issues important to them.

The **Resident Engagement Plan 2025-28** document outlines several important principles aimed at enhancing resident involvement and improving community engagement. Here are the key principles mentioned in the plan:

1. **Increase Resident Involvement:** This involves implementing targeted outreach programs to engage underrepresented groups and using digital platforms to reach a wider audience and make participation more accessible.
2. **Improve Local Involvement:** Organising community events and workshops to discuss local issues and using surveys and polls to gather resident opinions on specific topic.
3. **Enhance Tenant Happiness:** Ensuring prompt and transparent responses to tenant feedback, concerns, and suggestions, and using newsletters, social media, and community meetings to keep residents informed and share updates and outcomes
4. **Achieve Service Improvements and Efficiency:** Using data and analytics to identify areas for improvement and conducting thorough reviews to enhance service delivery.

5. **Generate Community Benefits:** Partnering with local organisations to create community programs and initiatives, and encouraging residents to take active roles in community projects.
6. **Deliver Positive Social Outcomes:** Providing training and development opportunities for members of the Tenant Assurance Panel and recognising and celebrating the contributions of involved residents.

These principles are designed to ensure that residents have a voice in the decision-making processes and that their feedback is actively used to improve services and community well-being.

Reasonable Adjustments

BHA will support involvement through the range of activities available. This includes:

- Paying agreed expenses, including reasonable travel and care of dependent expenses
- Support in accessing technology (including loan of devices, signposting to community loan of devices)
- Having a range of digital and in person engagement activities where possible
- Working with tenants to identify the best day and times to hold events