



## RESIDENT ENGAGEMENT POLICY

Approver	Board of Management
Policy	Resident Engagement Policy Expenses Policy Equality and Diversity Policy
Date Last Revised	June 2015
Revised by	Resident Engagement Manager
Next Revision Date	June 2018
Related Documents	Resident Expenses Policy
Location of Hard Copy	Resident Engagement Team

Signed:

Chief Executive:

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Caroline Tiller

On Behalf of the Board of Management

### 1. Introduction

- 1.1 C&C will work in partnership with its residents in the development and delivery of services.
- 1.2 Residents are at the heart of all we do. Whatever decision we take and how we assess priorities will be influenced by them and our understanding of their needs.
- 1.3 Supporting residents and having clear guidelines and procedures is crucial to the success of resident engagement across C&C. Investing in residents ensures that they are able to make informed choices and decisions, and empowers them as partners in agreeing the future direction of services.

## **2. Purpose**

- 2.1 This policy aims to set out how C&C will work and support actively 'involved residents'. Involved, meaning, actively participating in formal meetings with staff, or being members of Panels and Forums, recognised by the organisation.

## **3. Scope**

- 3.1 This policy applies to C&C residents and staff, Board members and other stakeholders.

## **4. Responsibilities**

- 4.1 Resident Engagement should happen at a local and operational level and is the responsibility of all front line staff. Support and advice will be given by the Resident Engagement Team. All staff will be clear on their responsibility to involve residents in all that they do.
- 4.2 Strategic involvement, measurement and improvement is the responsibility of the Resident Engagement Team. They also have the responsibility to encourage resident engagement activity to happen at a local level in the front line delivery of services.
- 4.3 The overall responsibility for the delivery of this policy lies with the Executive Director – Resident Services

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### **5. Structures**

- 5.1 Residents will be offered an involvement menu, with a range of opportunities for how they chose to become involved.
- 5.2 An Engagement Brochure will be made available explaining the involvement structures, both formal and informal and how they fit with the decision making process.

- 5.3 A 'Resident Skill Pool' will be maintained and will consist of residents that have indicated their wish to be involved. Managers must ensure that involvement opportunities are advertised to residents within the Skill Pool. This may include opportunities to be involved with recruitment, procurement, service reviews, resident led Mystery Shopping, co-production processes and other ad-hoc panels.
- 5.4 Resident engagement activity will be reported at least annually to the Resident Scrutiny Panel, Board and EMT.

## **6. Training and Support**

- 6.1 The Resident Engagement Officer will aim to ensure that training and support is available to enable residents to be effective in their roles.
- 6.2 An annual Learning & Development review of involved residents will be carried out by the Resident Engagement Team.

## **7. Communication**

- 7.1 The Resident Engagement Team will ensure that C&C residents, staff, board members and other stakeholders are kept up to date with the development of the Resident Engagement strategy through reports, attendance at meetings and using all C&C communication channels such as Website, Intranet and Social Media.
- 7.2 We will endeavour to communicate with C&C residents using their preferred method of communication.
- 7.3 The Resident Engagement Team will work closely with the all central departments and local staff in its promotion of resident engagement.

## **8.0 Recognition**

- 8.1 C&C will work with individual residents and stakeholders or any inclusive resident body such as local scheme resident associations, resident relative groups and forums.

## **9.0 Behaviours**

- 9.1 C&C has an expectation that residents, staff, Board members and other stakeholders adhere to a Code of Conduct. Any departure from the behaviour expected within the code of conduct may result in the resident or group not being recognised.

## **10 Empowerment**

- 10.1 The Resident Engagement Team will ensure that, where appropriate, residents have clear roles defining the scope of their involvement. Governance structures, training and support will ensure they are empowered and effective.

## **11 Transparency**

- 11.1 C&C will be open and transparent about its plans, actions and terms of Resident Engagement.
- 11.2 We will report on Resident Engagement outcomes in C&C's annual Resident Review and will influence resident groups such as the Sheltered Housing Forum and the Resident Scrutiny Panel, to provide timely updates in C&C's digital and print media. An annual action plan will provide clarity on the deliverables and outcomes arising from the Resident Engagement Strategy. This will form a key part of our communication to residents and all other stakeholders.
- 11.3 Involvement mechanisms such as terms of reference, roles profiles and a code of contact will provide clarity on what we expect from engaged individuals and groups.

## **12 Diversity**

- 12.1 C&C will ensure that its Resident Engagement activity is in line with the Equalities Act 2010 and will aim to ensure that best practice principles of equality and diversity are followed. We will aim to provide training where possible and will seek to ensure that individuals operating within our Involvement structures adhere to C&C's Diversity Policy and Code of Conduct.

## **13 Accountability**

- 13.1 The Resident Engagement annual Action Plan will form the basis of the Resident Engagement Team's work each year. The Resident Engagement Team will have overall responsibility for ensuring the actions are completed, and when changes need to be made, that EMT, Sheltered Housing Forum, Resident Scrutiny Panel and Board are made aware.
- 13.2 Resident Involvement groups such as Local Resident Associations, Sheltered Housing Forum, Resident Scrutiny Panel, Resident Relatives Groups and other ad-hoc panels are accountable to their Terms of Reference and Codes of Conduct.

## **14 Issue Resolution**

- 14.1 C&C will work with involved residents to ensure positive relationships are maintained and will offer mediation if required.

14.2 Any issues of conflict arising within the scope of this policy should be addressed with the help of the Resident Engagement Officer and where this is not possible with the Resident Engagement Manager. Notwithstanding C&C's complaints policy can still be followed.

## **15. Impact Assessment**

15.1 The Resident Engagement Team will capture all efficiencies achieved and social value gained resulting from the delivery of the annual Resident Engagement Action plan. These will be published and will form part of an annual impact assessment.

15.2 All C&C Managers involved in partnership work with residents must ensure that any benefits are captured following an Impact assessment review of that work. The Manager responsible for conducting the review must ensure the results are communicated to the Resident Engagement Team so that they contribute to an overall annual impact assessment of Resident Engagement.