



# A Road Map for Resident Engagement *going forward together*

## Introduction

Innisfree is a housing association, providing high quality affordable homes, proud of our Irish roots and our experience in working with migrant communities.

This is a vision and a road map for Resident Engagement. It has been designed by both residents and Innisfree, and is designed to continue the Innisfree journey to look after the interests of both residents and Innisfree by working in collaboration and co-creating improved services, setting shared priorities and mapping our strategic direction.

The road map is based on two fundamental principles:

- Compliance with regulatory standards
- A belief and commitment that engaging with residents' and going forward together results in better service outcomes and futures for both residents and Innisfree.

## Compliance

Innisfree has to comply with the following regulatory standards by which both the Regulator of Social Housing and our own residents can hold us to account. These regulatory standards provide the basic framework of resident engagement.

- Compliance with the Regulator of Social Housing Tenant Involvement & Empowerment Standard. [www.gov.uk/government/publications/tenant-involvement-and-empowerment-standard](https://www.gov.uk/government/publications/tenant-involvement-and-empowerment-standard)
- Implementing the Regulator of Social Housing Tenant Satisfaction Standards in resident satisfaction surveys from April 2023. [www.gov.uk/government/news/regulator-of-social-housing-to-introduce-tenant-satisfaction-measures-from-1-april-2023#:~:text=The%20Tenant%20Satisfaction%20Measures%20consultation,meet%20a%20range%20of%20needs.](https://www.gov.uk/government/news/regulator-of-social-housing-to-introduce-tenant-satisfaction-measures-from-1-april-2023#:~:text=The%20Tenant%20Satisfaction%20Measures%20consultation,meet%20a%20range%20of%20needs.)
- Abiding by the Housing Ombudsman Complaint Handling Code [www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/](https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/)

## **Going forward together Residents & Innisfree**

Going forward together means residents have a voice, opportunities to engage and influence and to be involved in co-creating with Innisfree on a number of levels, including:

- Business Plan
- Policies
- How we deliver services
- Customer Service Standards
- Safety of homes

Innisfree has adopted the National Housing Federations *Together with Tenants Charter*. The charter aims to “embed a culture across our sector that values the voice and experience of residents and strengthens the relationship between residents and housing association landlords.” The *Together with Tenants Charter* has already led us to review our policies, procedures and practices, and prompted us to embark on this new journey going forward together with residents.

### **Resident Engagement Opportunities Menu**

The Resident Engagement Opportunities Menu (page 4) sets out all the opportunities for engagement that are open to all Innisfree residents. The menu will change as things evolve and as residents influence how they want to engage going forward.

There is also an Innisfree Board Resident Engagement Opportunities menu setting out how the Board will oversee resident engagement and engage with residents (page 5).

### **Summary**

The road map (page 3) provides a 3-year plan for promoting, supporting, and embedding resident engagement in all aspects of the Innisfree business and ultimately aims to create an environment where residents and Innisfree can go forward together with shared interests to build a better future. The road map is backed up by an annual resident engagement action plan.

At Innisfree we are proud of our Irish roots and our experience in working with migrant communities and as we continue this journey, we want residents to feel part of this and for their interests to be front and centre of also shaping our future. The road map sets out practical ways to deliver this vision.

| Road Map for Resident Engagement<br><i>going forward together</i>   | 23/24                                                                                                                                                                                                                      | 24/25                                                                                                                                     | 25/26                                                                                                                                     |
|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Business Plan<br>(road map of business priorities for next 3 years) | Share content with residents and invite feedback and ask if interested in being consulted before the next one is produced.                                                                                                 | Share content with residents and invite feedback and ask if interested in being consulted before the next one is produced.                | Share content with residents and invite feedback and ask if interested in being consulted before the next one is produced.                |
|                                                                     | Consult on specific business plan areas via the Newsletter                                                                                                                                                                 | Consult on specific business plan areas via the Newsletter                                                                                | Consult on specific business plan areas via the Newsletter                                                                                |
|                                                                     | Board approves Business Plan after any resident consultations concluded                                                                                                                                                    | Board approves Business Plan after any resident consultations concluded                                                                   | Board approves Business Plan after any resident consultations concluded                                                                   |
| Policies                                                            | Advertise policy reviews and invite feedback via newsletter                                                                                                                                                                | Advertise policy reviews and invite feedback via newsletter                                                                               | Advertise policy reviews and invite feedback via newsletter                                                                               |
|                                                                     | All Policies available on web site                                                                                                                                                                                         | All Policies available on web site                                                                                                        | All Policies available on web site                                                                                                        |
| How we deliver services                                             | Advertise Resident Engagement Opportunities annually via Newsletter and display prominently on web site                                                                                                                    | Advertise Resident Engagement Opportunities annually via Newsletter and display prominently on web site                                   | Advertise Resident Engagement Opportunities annually via Newsletter and display prominently on web site                                   |
|                                                                     | Review complaints annually and use any learning in reviewing how we deliver services                                                                                                                                       | Review complaints annually and use any learning in reviewing how we deliver services                                                      | Review complaints annually and use any learning in reviewing how we deliver services                                                      |
|                                                                     | Establish Local Resident Forums for Blocks of flats to resolve and discuss local issues                                                                                                                                    | Offer residents in blocks of flats the opportunity to meet Innisfree via a Local Resident Forums to resolve and discuss local issues      | Offer residents in blocks of flats the opportunity to meet Innisfree via a Local Resident Forums to resolve and discuss local issues      |
|                                                                     | Customer Insight - Report results of resident satisfaction surveys to residents and highlight where these are influencing how we are delivering services                                                                   | Report results of resident satisfaction surveys to residents and highlight these are influencing how we are delivering services           | Report results of resident satisfaction surveys to residents and highlight these are influencing how we are delivering services           |
|                                                                     | Use findings of Data Census to assess how many residents have internet access to maximise digital engagement opportunities                                                                                                 | Expand digital engagement opportunities                                                                                                   | Expand digital engagement opportunities                                                                                                   |
|                                                                     | Use findings of Data Census to assess how many residents wish to actively take up resident engagement opportunities. Establish links with all active residents to support and offer a variety of engagement opportunities. | Maintain links with all active residents to support and offer a variety of engagement opportunities.                                      | Maintain links with all active residents to support and offer a variety of engagement opportunities.                                      |
| Customer Service Standards                                          | Review annually and invite feedback via Newsletter and web site                                                                                                                                                            | Review annually and invite feedback via Newsletter and web site                                                                           | Review annually and invite feedback via Newsletter and web site                                                                           |
| Safety of Homes                                                     | Innisfree to provide information to residents after each Fire Risk Assessment                                                                                                                                              | Innisfree to provide information to residents after each Fire Risk Assessment                                                             | Innisfree to provide information to residents after each Fire Risk Assessment                                                             |
| Staff Training                                                      | All Innisfree staff to receive annual resident engagement training                                                                                                                                                         | All Innisfree staff to receive refresher resident engagement training                                                                     | All Innisfree staff to receive refresher resident engagement training                                                                     |
| Annual Review by the Board                                          | Board to annually review Road Map to ensure best practice is maintained and we respond to any external factors and changes in legislation                                                                                  | Board to annually review Road Map to ensure best practice is maintained and we respond to any external factors and changes in legislation | Board to annually review Road Map to ensure best practice is maintained and we respond to any external factors and changes in legislation |

# The Resident Engagement Opportunities Menu

*Residents making a difference*

Any Innisfree resident is welcome to get involved and play a role in shaping and improving our services.

In addition, all compliments, complaints and suggestions from all our residents are taken on board when we review how we improve and deliver services.

## **Opportunities for all residents**

Customer Feedback Surveys – Taking part in surveys on specific services like repairs and general satisfaction to tell us what we are doing well or what we could do better can really make a difference.

- Reviewing Policies – reviewing Innisfree policies on such things as antisocial behaviour, pets, domestic abuse is critically important to ensure Innisfree is taking on board the knowledge and experiences of residents. The Newsletter provides updates on policy consultations.
- Estate Champions – work with Innisfree to keep your block/estate safe, clean and well maintained

## **Opportunities at local level**

- Local Residents Forum - Participating in your Local Residents Forum, which is for residents in any block of flats. A Local Residents Forum can be set up at the request of residents or Innisfree to discuss local issues and concerns.
- Consultations on Home Improvements – provide feedback on the home improvement programmes to replace kitchens and bathrooms, energy saving and sustainability.
- Home Safety –information on the Fire Safety inspections carried out in our blocks of flats will be provided to residents.

## **Opportunities for general interest**

- Residents Newsletter – compiling articles, editing, and advising on content, requires 4 – 8 hours per newsletter, three times a year.
- BME Residents London Landlords Forum – open to residents of BME Landlords in London including Innisfree residents to join this high-level strategic influencing forum which includes meetings with the Deputy Mayor and National Housing Federation.

## **Opportunities for High Level involvement**

- Scrutiny Group – Come together with other residents to carry out detailed assessments of priority service areas like repairs and antisocial behaviour. The Scrutiny Group is formed periodically for one off scrutiny assessments and training is provided.
- Board membership – Become a member and tenant representative of Innisfree's Board. Interview and selection criteria apply, support and induction provided. Requires regular attendance at bimonthly evening meetings and adherence to the Governance Framework, Company Rules and Board Code of Conduct rules.

# Innisfree Board - Resident Engagement Opportunities Menu

How the Board will oversee resident engagement and engage with residents.

## **Opportunities for all Board members**

- Monitor resident satisfaction levels throughout the year via various surveys including repairs and general satisfaction, making operational and strategic decisions to ensure high satisfaction levels
- Approve and monitor annual Resident Engagement Plan
- Approve 3 yearly Road Map for resident engagement
- Participate in listening in to phone calls with residents calling in to report repairs, complaints, ASB, rent account issues etc.,
- Attend visits to Innisfree properties to view property standards and meet residents
- Assist in supporting and inducting new resident Board members

As well as general interest all the above can provide great learning opportunities and help to improve job prospects. Please do not let any lack of knowledge or experience be a barrier, support and training is available. Your involvement will make the difference.

For more details on any of the above, contact George Kirby – Resident Engagement Officer

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