

A photograph of several colorful paper houses made from folded paper, standing on a light-colored wooden table. The houses are in various colors like red, orange, yellow, and pink. Some have simple black drawings of windows and doors. The background is blurred, showing a chair and other items on the table.

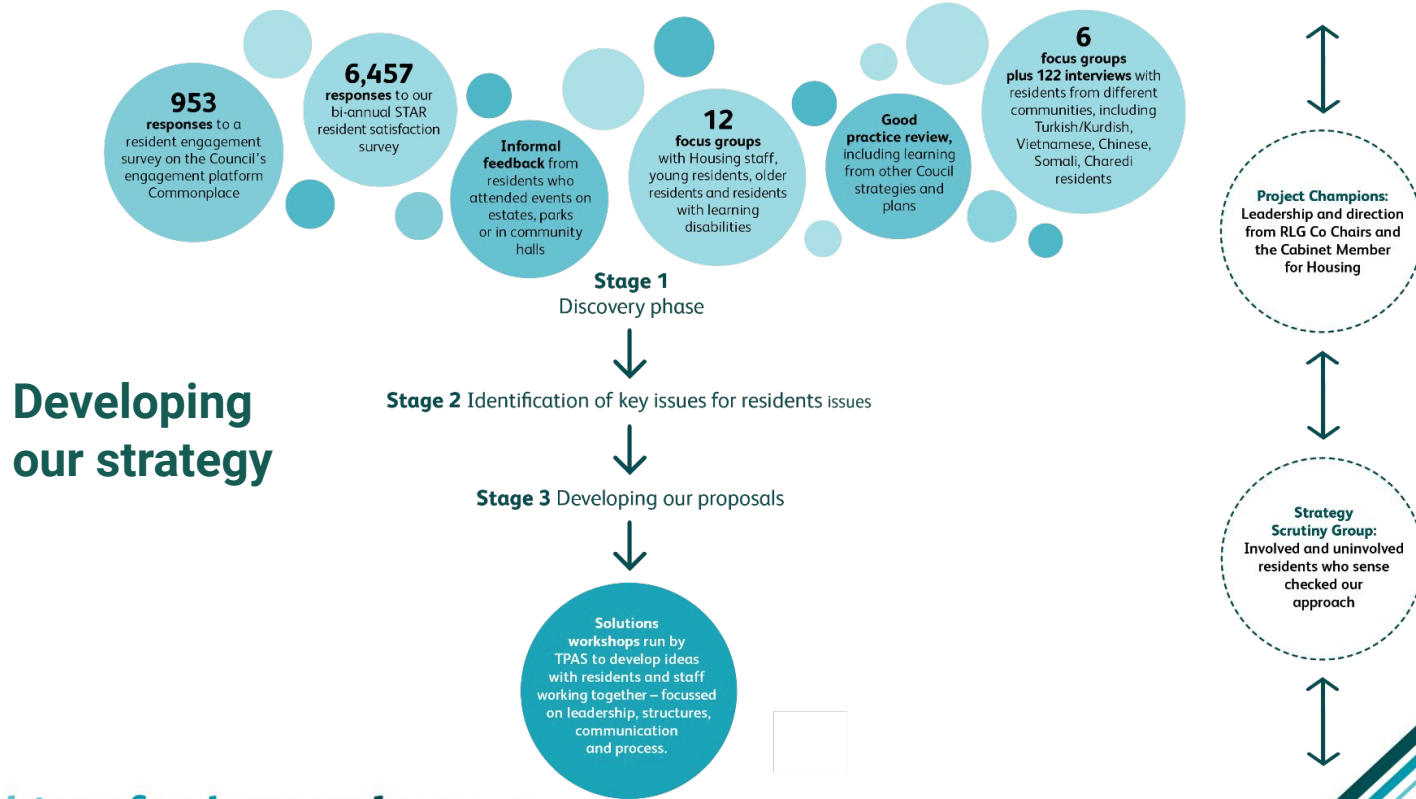
# Update on Resident Engagement Strategy 2022-2025

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# Agenda

- **Reminder - developing the strategy**
- **Key consultation messages**
- **Our strategic priorities**
- **Strategy implementation update**
- **Your questions?**

# How we developed the strategy



Developing our strategy

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# Key messages from consultation

- **Over 90% of the 478 survey respondents agreed /strongly agreed with the priorities set out in the draft strategy**
- **Better communication, listening and follow up was the key ask from our residents.**
- **We must get the basics right, and not over promise and under-deliver**
- **We must recognise that 'one size does not fit all' - residents want to engage in different ways - so a range of options are critical**
- **Some tenants and residents associations want more support - and some residents who are not involved feel that some TRAs need to be more inclusive**
- **We must not over-emphasise digital engagement at the expense of other options**
- **Our approach to engagement needs to be based on an understanding of issues / challenges facing housing residents and our communities**

# Our five strategic priorities:

**Priority 1 - Embed a 'Resident First' culture across Housing Services**

**Priority 2 - Support our residents' groups to thrive**

**Priority 3 - Widen the ways residents can engage with us**

**Priority 4 - Ensure residents influence our decision-making and drive improvements**

**Priority 5 - Promote engagement activity that strengthens our communities**

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# Highlight of progress on our five strategic priorities



# Priority 1 - Embed a 'Resident First' Culture

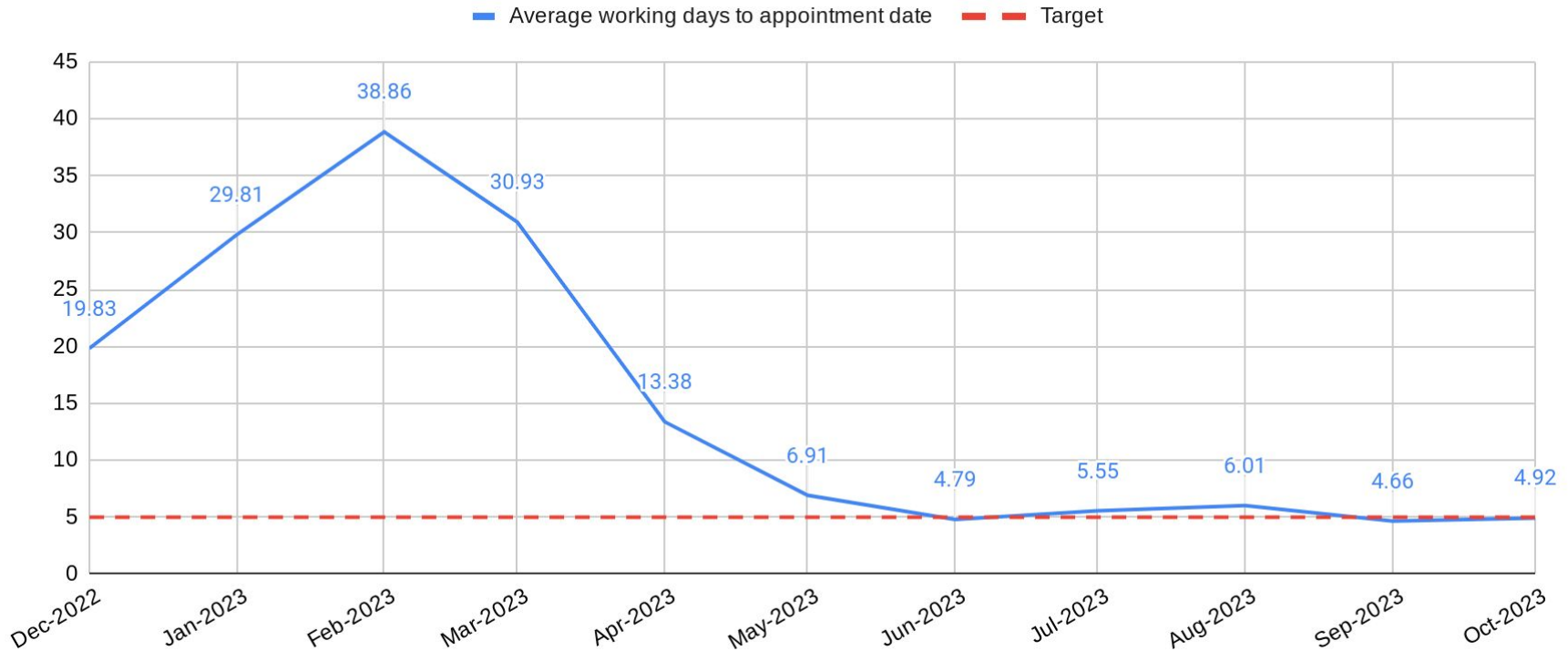
- New **service standards** have been agreed with residents, focussing on 21 indicators which are all about getting the basics right:
  - **Friendly, polite & treat you with respect**
  - **Keep you safe and secure**
  - **Easy to do business with**
  - **Keep our promises**
- Improvements in **service performance** in those areas which are a high priority for residents e.g repairs, customer contact and responding to damp and mould
- Strong **engagement between the involved structure and senior housing leaders**, with all new housing policies and procedures to demonstrate resident engagement
- Regular **communication of key housing messages** and performance using a variety of channels, including social media, leaflets, Love Hackney, estate posters, residents' annual report...

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The Hackney logo consists of a stylized 'H' icon followed by the word 'Hackney' in a bold, sans-serif font. The 'H' icon is composed of two thick, parallel lines that meet at the top and bottom, forming a shape similar to a house or a stylized letter 'H'.

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# Priority 1 - Improving our response to residents' concerns about damp and mould



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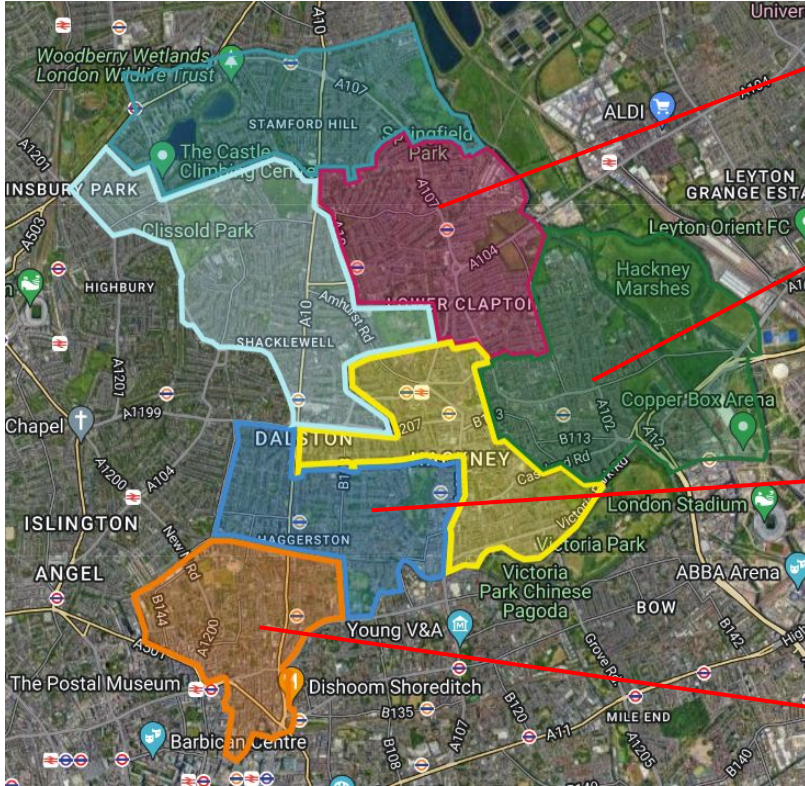


# Priority 2 - Supporting Our Involved Residents' Groups To Thrive

- A **new guide to resident engagement** has been developed with guidance on: **setting up and running a TRA**, including templates and policies that can be adapted by new groups - and advice on other sorts of engagement
- We worked with involved residents to develop a **new model constitution for TRAs** and a refreshed **code of conduct** - consultation with all TRAs will take place in January / February 2024
- We have developed and published a new **Resident Training Programme** to support both **new and existing** involved residents
- Developed **10 new Tenants' and Residents' Associations** since 2022
  - 55 TRAs cover 13,536 of our directly managed homes (54 per cent)



# Priority 2 - New TRAs since 2022



## Clapton

Hambledon, Wrens Park

## Homerton

Victoria Association (New Kingshold),  
New Banbury

## Central

Kingsgate, Mapledene, Regents Court,  
Blackstone

## Shoreditch

Hobbs Place, Shepherds Market

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# Priority 3: Widen the ways residents can engage with us

- Extended opportunities for residents to **report repairs online** to make **bookings and appointments at estate surgeries**
- Created new opportunities for residents to get involved in our 50+ community gardens:
  - An online **Gardener's Network** brings resident gardeners together to network and learn, while **garden walks** in our neighbourhoods are providing opportunities for residents to visit each other's spaces and share ideas
- Set up a new **Housing Services Youth Forum**:
  - The forum provides a platform for young people on our estates to **have a say** about housing services, **influence** how we engage with them, and will support succession planning in TRAs

# Priority 3- surgeries are providing more face to face contact for housing residents



**Woodberry Aid**  
@Woodberryaid

...

Hackney Housing advice every two weeks at #WoodberryAid 12-2pm. Thanks, UKACDST, for helping out yesterday. Victor & his daughters for amazing food donations. @StreetBoxLDN @hackneycouncil @felixprojectuk @coopuk @BerkeleyGroupUK @CarolineSelman @SarahWoodberryD



5:46 pm · 21 Oct 2023 · 86 Views

- 225 estate surgeries delivered between April - October 2023
- Approach flexed to deliver in partnership with voluntary and community groups, and at libraries
- Online booking of surgeries appointments now live - requests for adjustments can be made in advance
- Looking to co-locate surgeries at GP hubs to support healthy place-making

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# Strategic Priority 4: Ensure that residents influence our decision-making and drive service improvement



- Getting residents' views through **consultation** exercises on spending priorities, rent increases, estate surgeries and annual resident satisfaction surveys (STAR)
- Created a new **performance dashboard** to help the Resident Liaison Group hold management to account and challenge under-performance
- A new framework for **resident scrutiny** will provide an opportunity for residents to influence service design and delivery....

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# Strategic Priority 4: New Voices

- Housing Scrutiny Panel will be made up of 12 housing residents from across the borough - **recruiting now!**
- Independent from participation structures (i.e not TRA officers), with training /support for participants
- The Panel will carry out two scrutiny reviews a year - and select the scrutiny topic
- Reviews will be supported by an independent consultant, and will produce recommendations for the service area to action
- Implementation to be monitored by the Panel, Housing Services Management Team, and the Resident Liaison Group

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# Strategic Priority 5: Promote engagement activity that strengthens our communities

- Allocated **100 per cent** of Community Development Funding in 2022/23 to support TRAs and other resident-led projects and initiatives - and on track to do the same in 2023/24
- Continued to support **over 50 community gardens** across our estates, with 13 new gardening projects taken forward in 2023
- Allocated grant funding of £40k to support 14 community partners to offer warm spaces during the winter months, and produced a **cost of living booklet**, highlighting financial and other local support
- Funded two **estate-based food projects** that support many housing residents (Idia's Kitchen at Fellows Ct and Connecting Communities at Bannister House)
- Promoted more **use of community halls** by funding health and well-being projects and digital skills classes and running youth projects from these spaces



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# Strategic Priority 5: Our new framework for youth engagement, with 300 young people engaged so far...



## Housing Youth Forum

- New Youth Forum, with 12 young people from across our estates
- Have completed project assessment training and will be assessing applications to Housing Youth Development Fund 2024



## Housing Youth Development Fund

- 60k each year to fund commissioned youth projects across our 7 neighbourhoods
- Projects delivered by our voluntary and community sector partners



## Estate Based Activity

- Piloting estate-based projects with TRAs and TMOs
- Inter-generational projects including estate murals, art and crafts and health and fitness



# Monitoring our impact - project and strategy level

- Bids to run our youth and other commissioned projects are evaluated with a focus on value for money, deliverability and service quality
  - Projects are underpinned by service levels agreements, with a range of output / outcome measures e.g. level of participation and retention, impact on participant behaviour and personal development:
    - Increased understanding of healthy lifestyles
    - Increased understanding and awareness of diversity
    - Improved communication and social skills
    - Increased life satisfaction
    - Being more open to new experience
- RES Action Plan includes **key milestones and KPIs indicators for the 42 strategy actions**, with a range of output and outcome indicators - linked to our work on implementing the new Social Housing Regulator (SHR) consumer standards
- **Annual STAR survey** measures our progress on key outcome indicators...

# STAR Survey 2023/24 shows improving satisfaction

An independent survey, carried out between August and October 2023, shows satisfaction levels among tenants increasing in all areas of housing since the previous year - with the **overall satisfaction level in the service rising from 52% in 2022/23 to 59%**, with key ones related to the resident engagement set out below:

Measure	2023/4	2022/3
TP06 Satisfaction that landlord listens to views & acts upon them	54%	44%
TP07 Satisfaction that landlord keeps tenants informed about things that matter	71%	56%
TP08 Agreement that landlord treats tenants fairly & with respect	70%	61%
TP11 Satisfaction landlord makes a positive contribution to neighbourhood	69%	56%

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# Forward look - what's next?

- Developing a **workforce development plan** to identify the skills and behaviours we need to embed in the service to support culture change
- Reviewing our approach to **complaints handling** - and the role residents can play in a new learning framework
- Improving information on the **profile and characteristics of residents** (including involved residents)
- Developing new ways of working to improve resident experience:
  - a **vulnerable residents' policy** to underpin our support to vulnerable households
  - a **good neighbourhood management policy** to show how we will keep estates clean, safe and secure
- Revisiting proposals to **revitalise Neighbourhood Panels** developed in partnership with residents



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