Engagement Framework

Overarching Principles

'Nothing about you, without you'

Engagement spectrum

Resident engagement links directly to the strategic objectives of SCH

'Engagement is everyone's business'

Build on the best of what we have and innovate

Communicate, communicate, communicate

Governance – SCH Board

The Board is made up of 10 members, 3 of which are residents.

Resident Board member recruitment is supported through the Framework by identifying potential residents through engagement activities and regular recruitment events. A mentoring programme will be put in place to support the process.



Aims

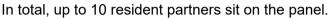
Improve the customer experience Achieve greater levels of satisfaction Strengthen digital offer Improve service delivery Build open, transparent and effective partnerships with residents where trust is central to these relationships Empower residents to build their confidence, skills and opportunities Improve accountability Ensure inclusivity Assist in the delivery of SCH Strategic Objectives Build thriving communities

SCHAPE

Residents Panel

SCHAPE Residents Panel

The SCHAPE Residents Panel is in place to hold SCH to account by identifying areas of non-compliance, review services and to make recommendations for improvement to the Housing Operations Committee.



Compliance with the service standards is the focus of the panel. The panel identify areas for review and carry out two service reviews per year using a task and finish approach. A further two compliance checks will be carried out to gain assurance that agreed recommendations are implemented and embedded.

SCH will recruit for attitude and train for skill. A strong support system through induction and ongoing tailored training is provided.

Virtual Improvement Panel

The Virtual Improvement Panel (VIP) is a group of residents who sign up to be involved with SCH on their own terms. There are no formal groups, instead, residents register to be involved around key service areas (aligned with the strategic objectives) and can get involved on a flexible basis, with no commitment. It allows residents to dip in and out, depending on the time people have to give at any one time and their areas of interest or skill.

The VIP is the main group that SCH uses to undertake ad-hoc engagement activities. Residents can act as a sounding board, test ideas, review changes, get involved in task and finish groups and much more. The panel are involved in activities provided in the engagement toolkit around a variety of issues.

	Engagement		
Investing in existing and new homes Home improvement advocates Empty homes inspectors Leaseholder advocates	Green Homes and Sustainability Environmental sustainability forum Estates walkabouts Green forum	Supporting those in need Mental health and wellbeing advocates Support services advocates (ISR) Cost of living advocates	Toolkit 'The right activities, at the right time, in the right place' 1) Identify why you are engaging, what you need to know and what participants
Improving Neighbourhoods Block advocates Community advocates Residents associations Support to local groups Kingshurst Village Centre - community engagement	Keeping our customers safe Building Safety Advocates High rise block pop-ups Support the sprinkler and spandrel panel project Building safety engagement strategy	Engagement Enabler Performance and value for money champions Readers group/editorial team Complaints advocates Youth voice SCH Conversation	 are able to influence. 2) Identify who you need to engage with and the needs that your participants may have. 3) Check what information already exists, that your activity doesn't duplicate or conflict with any other and whether you can link up in partnership with

Satisfaction Surveys

ASB

STAR – quarterly tracker survey

every 3 years

Repairs, capital works and new tenants Wellbeing services		Estat	ncial advice e services elessness services	Tenant satisfaction measures			4) Think about what methods of engagement you might want to use.
Posidont	Basauraaa	Digital	Underpinning			Inclusion	5) Have an outline plan. 6) Think about the
Resident Recruitment	Resources Staff resources	Digital Agenda	Building Capacity	Organisational culture	Evaluation Measuring	Inclusion Accessibility,	information you will need to promote the engagement
Series of recruitment events	Bringing together of Customer Experience Team	Key principles, methods of engagement	Involved residents training programme	ed residents g Induction amme Regular comms PE Resident Appraisal training Staff amme Empowerment II Residents	success vital to success of Framework Key metrics a mix of quantitate and qualitative measures	Inclusivity and fairness Representation Regulation	activity to your target audience.7) Deliver the engagement activity!8) Feedback.
Ongoing comms campaign	Budget to support activities	and training and support ensures digital inclusion	SCHAPE Resident Panel training programme				
Support Board recruitment			Solihull Residents Academy				9) Evaluate the engagement process and the changes that it has made.
			Mentoring			Commitment to consultation	Solihull Community Housing Shaping our neighbourhoods