

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



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

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.

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.

In total, up to 10 resident partners sit on the panel.

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.



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.

Strategic Objectives: Specific Initiatives

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
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
Satisfaction Surveys Repairs, capital works and new tenants Wellbeing services Contact Centre	ASB Financial advice Estate services Homelessness services	STAR – quarterly tracker survey Tenant satisfaction measures

Engagement 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 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 others.
- 4) Think about what methods of engagement you might want to use.
- 5) Have an outline plan.
- 6) Think about the information you will need to promote the engagement activity to your target audience.
- 7) Deliver the engagement activity!
- 8) Feedback.
- 9) Evaluate the engagement process and the changes that it has made.

Underpinning Themes

Resident Recruitment Series of recruitment events Ongoing comms campaign Support Board recruitment	Resources Staff resources Bringing together of Customer Experience Team Budget to support activities	Digital Agenda Key principles, methods of engagement and training and support ensures digital inclusion	Building Capacity Involved residents training programme SCHAPE Resident Panel training programme Solihull Residents Academy Mentoring	Organisational culture Staff workshops Induction Regular comms Appraisal Staff Empowerment Monthly blog	Evaluation Measuring success vital to success of Framework Key metrics a mix of quantitative and qualitative measures	Inclusion Accessibility, Inclusivity and fairness Representation Regulation Meeting our regulatory and legislative responsibilities Commitment to consultation every 3 years
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