



## How does Resident Engagement work at SCH?

Our Resident Engagement team offer you a range of opportunities to get involved with us in a way that suits you. It enables you to share your thoughts and influence the key services we provide for you and your community. This includes helping us to make improvements and create new opportunities to support families and people where you live.

## These are the Resident Engagement team's Service Standards

- We will not make any decisions about the services we provide or change the way we do things without giving you the opportunity to voice your ideas, concerns or opinions. Our approach is simple - 'nothing about you, without you'.
  - We will make it as easy as possible for you to get involved with us and within your local community; engagement opportunities are flexible and designed to suit the amount of time you have spare at any one time and to reflect your areas of interest or skill.
  - We will increase the opportunities for you to engage with us digitally, including online surveys and polls, Facebook posts, chats and WhatsApp groups.
  - There will also be face to face methods such as pop-ups and drop-ins, activities in the community, walkabouts and focus groups.
  - We welcome residents from diverse backgrounds and with a mix of interests to talk to and work with us.
  - Through the SCHape Residents' Panel we will help you hold SCH 'to account', look at our performance and services, and suggest ways we can improve.
  - We will work in partnership with you, offer support and advice to existing residents and community groups and help anyone who wants to start up a new community group or initiative.
- We will provide support and resources to help you engage with us effectively. This includes supporting you to become digitally included through training that you may find useful to develop your skills and knowledge. You will also have access to a dedicated area on the website for our involved residents to access useful information.
  - We will provide regular feedback to you after engagement events to keep you up to date with how your involvement has impacted on our services.



## How you can help us achieve our set of Service Standards

- Familiarise yourself with all the opportunities SCH has for you to engage with us and get involved with how our services are delivered. This can be accessed via our website or give us a call (see details below).
- Register if you want to get involved with us in any way, using the form on our website or contact the Engagement team.
- Interact with our social media polls, surveys and posts.
- Complete satisfaction surveys.
- Get involved with things that interest you or where you think we can do better.
- Only give the time you can afford.
- Inform other customers about opportunities there are to get involved with us.
- Contact us if you have any ideas about improvements we can make, or activities you would like to see.

## How we will update you on how we are doing

### We will provide up-to-date information

- about our services through our quarterly newsletter.
- on our website at [www.solihullcommunityhousing.org.uk](http://www.solihullcommunityhousing.org.uk)
- on Facebook, Twitter and Instagram for you to see what we are up to.
- update customers who have registered with us on a quarterly basis about what we have been doing and the impact our engagement has had.

## How will we keep check on our Service Standards?

- We will report on how many customers are actively engaged with us.
- We will report on the number of activities residents engage with, and how it impacts on our customers.
- We will measure customer interaction with us through surveys and social media such as Facebook and Twitter.
- Customers will be asked how satisfied they are with our engagement opportunities through the TSM satisfaction survey.
- We will monitor the outcomes and impact of all engagement activities.

