

Housing & Communities Directorate

1. Resident Engagement Policy

2. Reference Number 3.14.1

3. Statement of intent including cross-reference to BDHT's Directorate and corporate objectives

- 3.1 Engaging residents in the development and design of services makes great business sense. It ensures that we design and develop services which are responsive to the needs and priorities of all customers.
- 3.2 Enabling residents to scrutinise service delivery and to hold Board to account for service failures will help ensure that the safety of residents is maintained, and services continue to improve and remain relevant to residents' needs and priorities.
- 3.3 This approach will support the delivery of 95% tenant satisfaction and a co-regulatory approach to governance at bdht.

4. Legal and Regulatory Requirements

4.1 Social Housing (Regulation) Act 2023

Regulator of Social Housing (RSH) regulatory framework for social housing in England from April 2018

Transparency, Influence and Accountability Standard (April 2024)

4.2 Required outcomes

Involvement and empowerment

Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in:

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- the formulation of their landlord's housing-related policies and strategic priorities
- the making of decisions about how housing-related services are delivered, including the setting of service standards
- the scrutiny of their landlord's performance and the making of recommendations to their landlord about how performance might be improved
- the management of their homes, where applicable
- the management of repair and maintenance services, such as commissioning and undertaking a range of repair tasks, as agreed with landlords, and the sharing in savings made, and
- agreeing local offers for service delivery.

Registered providers shall support their tenants to develop and implement opportunities for involvement and empowerment, including by:

- supporting their tenants to exercise their Right to Manage or otherwise exercise housing management functions, where appropriate
- supporting the formation and activities of tenant panels or equivalent groups and responding in a constructive and timely manner to them
- the provision of timely and relevant performance information to support effective scrutiny by tenants of their landlord's performance in a form which registered providers seek to agree with their tenants. Such provision must include the publication of an annual report which should include information on repair and maintenance budgets
- providing support to tenants to build their capacity to be more effectively involved.

Registered providers shall consult with tenants on the scope of local offers for service delivery. This shall include how performance will be monitored, reported to and scrutinised by tenants and arrangements for reviewing these on a periodic basis.

Registered providers shall set out the proposals clearly and in an appropriate amount of detail and shall set out any actual or potential

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advantages and disadvantages (including costs) to tenants in the immediate and longer term. Registered providers must be able to demonstrate to affected tenants how they have taken the outcome of the consultation into account when reaching a decision.

Registered providers shall consult tenants at least once every three years on the best way of involving tenants in the governance and scrutiny of the organisation's housing management service.

- 4.2.1 The Charter for Social Housing Residents; the Social Housing White Paper was published by the Ministry of Housing, Communities and Local Government on the 17th November 2020. This policy has been reviewed to ensure bdht compliance with the Charter and the RSH consumer standards.

The Charter for Social Housing Residents

- To be safe in your home.
- **To know how your landlord is performing.**
- To have your complaints dealt with promptly and fairly.
- **To be treated with respect.**
- **To have your voice heard by your landlord.**
- To have a good quality home and neighbourhood to live in.
- To be supported to take your first step to ownership.

- 4.2.2 The Board has adopted the 2020 edition of the NHF Code of Governance. This sets out specific requirements in regard to Resident Engagement. The Resident Scrutiny Panel shall assess on an annual basis bdht compliance with the resident engagement elements of the Code.

- 4.2.3 The Board has also adopted the NHF "Together with Tenants" Charter the requirements of which are set out in full within the Resident Engagement Framework.

- 4.2.4 The Social Housing (Regulation) Act 2023 has been introduced to deliver proposals set out in the Social Housing White Paper, The Charter for Social Housing Tenants by introducing the new Tenant Satisfaction Measures and to ensure that tenants voices are heard. Whilst some measures are measured directly by bdht, the others are measured by our customers through annual perception survey feedback; these measures are:

- Overall satisfaction

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- Satisfaction with repairs
- Satisfaction with time taken to complete repairs
- Satisfaction that home is well maintained
- Satisfaction that the landlord listens to tenant views and acts upon them
- Satisfaction that the landlord keeps tenants informed about things that matter to them
- Agreement that the landlord treats tenants fairly and with respect
- Satisfaction with the landlord's approach to handling complaints
- Satisfaction that the landlord keeps communal areas clean and well maintained
- Satisfaction that the landlord makes a positive contribution to neighbourhoods
- Satisfaction with the landlord's approach to handling anti-social behaviour

4.3 Local Offer

"We will insure you are listened to and give you opportunities to be involved".

5. Policy Statement

5.1 bdht has developed a resident engagement framework which ensures that tenants and residents can:

- Engage with bdht at a local level bringing to our attention issues of local importance;
- Influence and inform decisions on service/policy development and review to ensure services align with tenant and resident priorities;
- Scrutinise bdht performance in service delivery and to hold the Board of bdht to account.

5.2 The following stakeholders are included as either tenants or residents within this policy:

- bdht tenants;
- bdht leaseholders;
- bdht shared owners;
- private sector tenants and owner occupiers living in neighbourhoods where bdht has stock holdings;
- tenants of other landlords where bdht acts as managing agent;
- prospective tenants registered with bdht.

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- 5.3 In addition the composition of any resident engagement mechanism must reflect the purpose of the group and be generally reflective of the composition of the stakeholder base receiving the service.
- 5.4 The Resident Engagement Framework will include a variety of ways tenants and residents can be involved depending on the extent of commitment the tenant/resident wishes to make.
- 5.5 bdht will promote resident engagement by means which provide all tenants and local residents with an opportunity to engage.
- 5.6 bdht will provide financial support and incentives to engagement to attract a diverse range of tenants and residents reflective of the local community. Payments will be reviewed at least annually by the Remuneration and Resources Committee.
- 5.7 The Resident Engagement Framework will include a mechanism whereby tenants and residents can progress to more intensive engagement activities. bdht will provide training and experience to allow residents to develop skills and confidence.
- 5.8 bdht will provide administrative support to resident groups to ensure that groups receive the necessary information to undertake their work effectively and efficiently.
- 5.10 bdht will publish annually a report to residents setting out:
- Performance in the previous year against national standards and metrics defined by the Regulator, local offers: and any
 - Improvements identified to meet these standards and metric targets, or to strengthen compliance.
 - the name of the nominated postholders with responsibility for ensuring compliance with health and safety requirements and with the consumer standards.
- 5.11 bdht will review the resident engagement framework at least once in every three years. Residents will be consulted as part of any such review and involved in undertaking such review.

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- 5.12 bdht will always consult with tenants, leaseholders and shared owners, setting out clearly the costs and benefits of relevant options if we ever were to propose to change:
- Their landlord; or
 - A significant change in our management arrangements.
- 5.13 bdht shall consult with tenants, leaseholders and shared owners on the scope of local offers for service delivery, including how performance is monitored, reported to and scrutinised by residents. These arrangements will be reviewed annually by the Resident Scrutiny Panel.
- 5.14 Residents may be excluded from specific engagement activities if:
- A current notice to quit/notice seeking possession has been served upon them for rent arrears or other breach of tenancy;
 - They have been found guilty of a serious criminal offence;
 - They are an un-discharged bankrupt.
- 5.15 Where bdht is considering a change in landlord for one or more tenants, or a significant change in management arrangements, it must consult a affected tenants on its proposals at a formative stage and take those views into account in reaching a decision. The consultation must:
- a) be fair and accessible
 - b) provide tenants with adequate time, information and opportunities to consider and respond
 - c) set out actual or potential advantages and disadvantages (including costs) to tenants in the immediate and longer term
 - d) demonstrate to affected tenants how the consultation responses have been taken into account in reaching a decision.
- 5.16 bdht will support tenants to exercise their Right to Manage, Right to Transfer or otherwise exercise housing management functions, where appropriate
- 5.17 bdht will endeavour to adjust our service/ processes to meet the needs of that individual based on the information we have. For more information please refer to our Customer Care and Access to Services Policy
- 5.18 Customers and prospective customers are welcome to bring advocates, representatives, or support workers along to any interactions they have with bdht.

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6. Summary of Service Standard

6.1 Resident Engagement Service Standard.

This is published in leaflet form to give easy-to-read information to residents about the types of involvement available and how to become involved.

7.0 Priorities

7.1 All aspects of this policy are given equal priority and weighting.

8.0 Policy Implementation

8.1 Responsibility of all staff

8.1.1 The Customer Insight Team is responsible for promoting and co-ordinating resident engagement at bdht. All staff must familiarise themselves with bdht's resident engagement policy. Team managers will ensure that all staff within their section encourage resident engagement and promote feedback from residents.

8.2 Board member's responsibility

8.2.1 All board members must ensure that the policy is implemented thoroughly. bdht will provide board members with 6 monthly summary reports and monitoring data on outcomes from resident engagement activities.

8.3 Procedure

8.3.1 The Resident Engagement Framework and accompanying guidance will ensure that the objectives of this policy are delivered.

8.4 Training

8.4.1 Training will be provided to bdht staff and engaged residents to ensure that objectives of this policy are achieved. bdht will also support engaged residents and staff engaging with residents to ensure that they have the resources to deliver resident engagement to the standard required.

8.5 Customer satisfaction

8.5.1 In order to improve our service to our residents we will regularly survey tenants and residents to ensure that this Policy and the Resident Engagement Framework is raising resident satisfaction with bdht

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- listening to and acting on their views;
- informing them of decisions taken.

8.6 Monitoring of the policy

- 8.6.1 bdht will establish a system to monitor resident engagement to identify compliance with this policy and the Resident Engagement Framework, the need for change and development in the policy and Framework and to make an informed decision when allocating resources.

8.7 Promotion of Resident Engagement

- 8.7.1 bdht shall promote resident engagement activities and outcomes from these activities in the Annual Report and Localised annual newsletters to Residents and via social media updates.

9.0 Links to associated external Document

- RSH – The regulatory framework for social housing in England from April 2018.
- RSH – Regulating the Standards – March 2020
- RSH Transparency, Influence and Accountability Standard – April 2024
- NHF “Together with Tenants Charter”
- NHF Code of Governance 2020 edition
- The Charter for Social Housing Residents; the Social Housing White Paper
- Social Housing (Regulation) Act 2023

10.0 Link to associated internal Documents

- Annual Report to Tenants 2010 - 2021
- Local Offer to Tenants
- Mission Statement & Core Values
- Customer Involvement Service Standard
- Resident Engagement Framework
- Complaints & Compensation Policy.
- Self-assessment Code of Governance
- Self-Assessment RSH Consumer Standards

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11.0 Consultation arrangements

- 11.1 Before adopting this policy bdht has consulted with residents and stakeholders over the policy and its effectiveness through a joint working group of the Tenant Panel and PRC July 2016. The Resident Scrutiny Panel were consulted as part of the 2021 review of this policy (and during 2020 as part of the review of the Resident Engagement Framework).

12.0 Board Approval

- 12.1 This Policy was approved by Board 18th March 2024.

13.0 Review Date

- 13.1 This Policy will be reviewed in 2027.

14.0 Responsibility for implementing the policy

- 14.1 The Director of Housing & Communities is responsible for the implementation of this policy.

15.0 Date Issued

- 15.1 July 2021

16.0 Equality Policy Statement

- 16.1 At bdht, we are proud to serve and work within a diverse society. We recognise that some individuals and communities face systemic barriers, disadvantage, and discrimination, including those related to socio-economic background, caring responsibilities, and the impact of intersectionality.
- 16.2 We believe that discrimination in any form is unacceptable. In all our areas of work we are committed to ensuring that our policies, practices, and services promote fairness, equity, and respect for all. We aim to reduce inequalities, promote respect, and create an equitable culture within our organisation.

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- 16.3 bdht fully complies with the Equality Act 2010 and all relevant statutory and regulatory guidance, including that issued by the Regulator of Social Housing, Homes England, the Government Equalities Office, and our funding partners.
- 16.4 We believe that equality of opportunity is fundamental to delivering excellent services and building vibrant communities together. Our commitment is underpinned by clear policies, regular monitoring, and continuous review, all of which are actively supported by our Board and Teams.

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