

Policy Name:	Version:	2
Resident Involvement Policy	Date approved by Board:	Apr-2022
	Date of next review:	Apr-2024

1. Introduction

- 1.1 Resident involvement is the process by which the residents of Fairplace Homes (Fairplace) will be able to work in partnership with the organisation. Through the observation and implementation of this policy, Fairplace will enhance its accountability to residents and ultimately build better relationships with stakeholders.
- 1.2 Fairplace is committed to enabling residents to influence decisions about the services they receive.

2. Legal and Regulatory responsibilities

- 2.1 As a housing provider, Fairplace is beholden to the Regulator of Social Housing's Tenant Involvement and Empowerment Standard. This standard requires Registered Providers to ensure that customers are given a wide range of opportunities to influence and be involved in:
- 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
 - Agreeing local offers for service delivery

3. Scope of this Policy Statement

- 3.1 To support the involvement and empowerment of its residents, Fairplace will:
- Design, administer and analyse an annual resident satisfaction survey, amending its service provision based on feedback as appropriate. Feedback from the survey will be reported to Fairplace's board alongside wider customer feedback such as complaints, comments, and compliments
 - Engage with residents when forming and updating our corporate strategy and service standards, to ensure that residents' concerns and priorities are reflected
 - Publish key documents on our website (e.g. value for money self-assessment, financial statements) to ensure transparency and accountability in our business
 - Design our website (and wider customer contact channels) in a way that clearly signposts and enables residents to leave comments on how we are performing, be they compliments or complaints

- Keep abreast of best practice in resident engagement and expand our resident engagement offer where appropriate

4. Resident Support

4.1 Fairplace will offer a variety of support options to enable tenant involvement and empowerment, including:

- Use an interpreter or signer, where required
- Providing communication in a range of accessible formats
- Providing training and information provided in way that suits tenants' needs and involvement aspirations;
- Providing reasonable equipment that they may require in order to support their involvement e.g. stationery and IT equipment, where and when as appropriate.
- Consulting with tenants and their appointees.

4.2 Fairplace also offers a range of specialist accommodation and as such some residents often have complex needs and disabilities. We want to ensure that all our residents have the same opportunities to be involved in our organisation and have their say over the services we provide. We recognise therefore that we need a more tailored and bespoke approach to involvement and to be more creative and responsive in how we involve our tenants. We know that some more traditional tenant involvement approaches may not be appropriate in certain cases for our residents. We will therefore work together with our tenants and their appointees, as our 'experts by experience', to develop appropriate and accessible ways for them to be involved.

5. Policy Management

5.1 The Board have overall responsibility for this policy.

5.2 This policy will be reviewed every two years – unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and to take account of good practice developments.

6. Background Policies

6.1 This policy should be read in conjunction with the Regulator of Social Housing's Tenant Involvement and Empowerment Standard and the following policies:

- Complaints Policy
- Equal Opportunity and Diversity Policy
- Tenancy Policy