

# Resident Voice and Engagement Strategy 2024-2027

Strategy Owner	Head of Housing
Prepared by	Community Investment and Engagement Manager
Approved by	Hexagon Board
Approved date	30 <sup>th</sup> July 2024
Date of next review	May 2027

## 1. Introduction

- 1.1. The purpose of this strategy is to drive organisational improvement to better meet diverse needs of our residents. We will do this by providing residents with a wide range of meaningful opportunities to make decisions, influence and scrutinise our strategies, policies, and services.
- 1.2. Hexagon has a long and proud history of resident engagement which we are keen to build on through the adoption of this strategy.
- 1.3. Hexagon sees residents as a valuable asset – having personal experience of our services, as an additional source of knowledge/expertise, and a motivator to help improve services and find appropriate solutions. We seek to empower residents, encourage participatory approaches, and build strong relationships between Hexagon and its residents.
- 1.4. We recognise the need to ensure that resident engagement is embedded across the organisation and is seen as everyone’s responsibility. The Resident Voice and Engagement Team play a key role in terms of delivering engagement activities and in supporting and facilitating other services and teams to deliver their engagement activities. However, we are clear that engaging residents is everyone’s responsibility.

## 2. Objectives

We have identified four objectives

<b>1</b>	Ensure all residents have the opportunity to get involved, in ways that are easy and convenient for them
<b>2</b>	Be open and transparent in our communication and decision making
<b>3</b>	Be accountable to residents and ensure they can influence decisions, drive performance improvements and hold the organisation to account.
<b>4</b>	Ensure resources are in place to support effective resident engagement

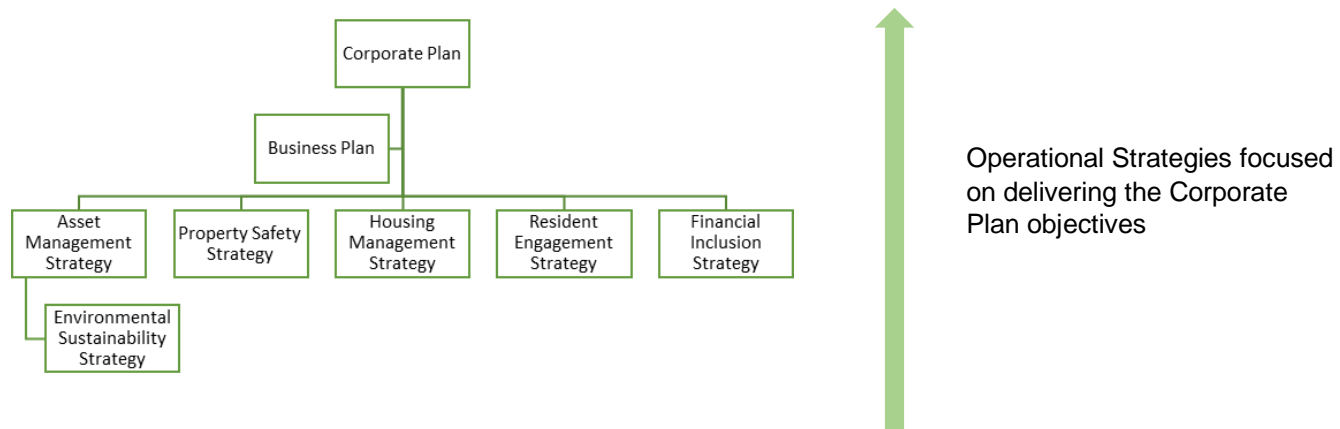
## 3. Context

### 3.1. Strategic Context

Corporate Plan 2023-2028

The operational strategies established by Hexagon seek to deliver the following organisational strategic objectives

- Good landlord Services that meet customer’s needs
- Safe, decent, and efficient homes
- Residents are supported and making a positive difference



### 3.2. Key Service Objective for Resident Engagement

The Resident Engagement Strategy is one of five key strategies which underpin the Corporate Plan. The strategy supports the delivery of the outcomes of the Corporate Plan specified under Objective 3: Residents Are Supported and Making a Positive Difference, and supports the delivery of the following Corporate Plan success measures:

- 70% satisfied that Hexagon listens to the tenant views and acts upon them
- >75% overall customer satisfaction
- 80% satisfaction with estate services
- 65% satisfaction with ASB case handling
- 60% satisfaction with complaint handling

### 3.3. Relevant Hexagon Policies and Procedures

- Complaints Policy
- Vulnerable Residents and Reasonable Adjustments Policy
- Communications Framework
- Community Investment Strategy
- Customer Satisfaction Policy
- Hearing the Customer Voice

### 3.4. Regulatory Context

- 3.4.1. Nationally, there is a renewed vigour around resident engagement, and a push to ensure residents have a genuine say in how their homes and services are managed.
- 3.4.2. Our Board co-regulates in partnership with the Regulator of Social Housing to ensure Hexagon meets the Regulatory Standards, including the Consumer Standards and fully complies with the Social Housing (Regulation) Bill 2023.
- 3.4.3. The Consumer Standards and Code of Practice, alongside the Charter for Social Housing Residents: Social Housing White Paper and the National Housing Federation's (NHF) Together with Tenants set out the case for landlords to further strengthen the relationship between residents and landlords.
- 3.4.4. The Building Safety Act 2022 gives residents more rights, powers, and protections so that homes across the country are safer.
- 3.4.5. This strategy aims to position Hexagon to be able to meet the evolving requirements of the regulatory environment.
- 3.4.6. We will seek TPAS accreditation during 2024, which will ensure we are meeting the National Regulatory standards through external validation.

### 3.5. SWOT Analysis

- 3.5.1. See SWOT Analysis in Appendix 2

## 4. Our Approach

4.1. Residents are at the heart of our organisation; we are committed to involving residents at all levels of the organisation. We have identified three key layers of resident engagement:



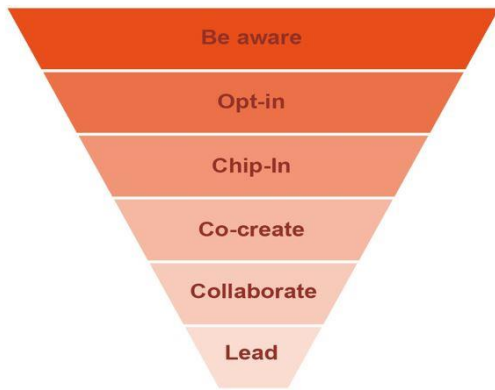
#### 4.2. Hearing the Customer Voice

We recognise the majority of residents do not want to get actively involved, though all residents receive services, and we want to ensure we 'hear the Customer voice'. We are committed to expanding the ways we 'hear the customer voice' and the voice is heard, understood, and responded to.

The chart in appendix 4 outlines our 'Journey to Hearing the Customer Voice', strengthening our knowledge and understanding of residents, building trust, and driving up resident satisfaction.

#### 4.3. Opportunities for Resident Engagement:

We will review and refine opportunities for residents to get involved at a level and stage they are comfortable with. We want to consider how involved different residents want to be and develop mechanisms that suit that level of involvement.



The chart (taken from Jenny Osbourne TPAS blog) outlines the different ways starting from 'be aware' where we invest most time and engage most residents through to lead. We have started to build a 'pool' of residents who have 'opted in' to helping us to develop and shape new policies.

Examples of 'chipping in' are residents accompanying Neighbourhood Officers on

Estate Inspections and walkabouts

We also have residents 'leading' in the form of Resident Board Members, Resident Inspectors and Performance Review Groups.

#### 4.4. Board Members drawn from residents

We value having residents on our Board. They have personal experience of Hexagon's services, and their insight gives the Board a real feel for the 'resident experience'.

We are committed to supporting interested, engaged residents to prepare for a senior governance role. We will put in place a pathway to enable them to gain an insight into the internal functioning of housing organisations and to enable them to fill any gaps in their skills necessary to enable a successful application for Board Membership.

### 5. How we will achieve our vision

- 5.1. In the development of this strategy, we self-assessed our resident engagement activities against the TPAS National Engagement Standards, encompassing the Consumer Standards. This helped us identify areas of strength, and areas for further development. We cross referenced this self-assessment with feedback from residents.
- 5.2 The strategy was co-designed with residents, we considered feedback from approximately 600 residents. We are thankful and appreciative of all the feedback to date. We look forward to continuing this relationship in its implementation.
- 5.3 In year one of this strategy, we will take time to review and refine our resident engagement activities; to revisit and realign our aims.
- 5.4 We will seek to adopt a 'Together with Tenants' approach, and work collaboratively with residents in achieving this, and will develop a Tenants Charter. This will demonstrate how we have meaningful resident engagement

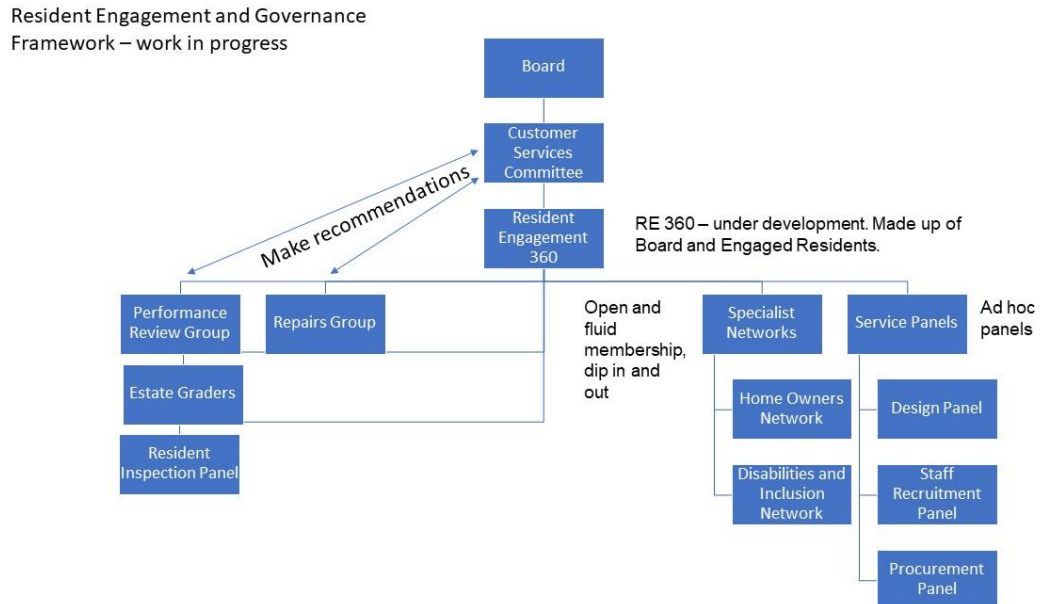
in improving services; work collaboratively with residents to design mechanisms for oversight; supporting residents to hold us to account and to be open with residents to the challenges that we face as an organisation.

- 5.5 We are committed to improving our resident profiling data, this strategy links to the 'Knowing our Tenants' project which is driving this work forward. Through this project we will define what profiling data we need/want to collect and how we intend to use the information collected.
- 5.6 We will undertake this work in consultation with residents and communicate clearly so it is evident why the organisation is collecting certain data and how it is being used.
- 5.7 We will use this growing bank of resident profile data to monitor the profile data of residents involved. The data will also enable us to analyse service outcomes and customer perception measures more accurately by protected characteristics.

## **5.8 Resident Engagement at Hexagon and Impact**

- 5.8.1 Hexagon will ensure that every resident is able to influence and feedback about the services that they receive by providing a range of involvement opportunities that meet their needs.
- 5.8.2 We will offer opportunity to those who want to get actively involved and to assure all others that we will collect the data that helps us to understand the views of all residents. We will create a menu of options for residents to get involved in at their own neighbourhood level through to involvement at a governance level. This will enable residents to choose the level of involvement they want; at a time, they want and in the services that are important to them.
- 5.8.3 We are working to develop ways we can hear from an increased number of residents, whilst streamlining the resident engagement structure and strengthening the feedback loop. Appendix 1 'Hearing the Customer Voice' illustrates an example of mechanisms we are introducing to capture the voices of residents which can all too often be missed. This approach will help us hear from more residents, improve our understanding of the 'resident experience' and offer reassurance that when a resident takes time to engage and to share their views, that we listen, understand, respond, and change.
- 5.8.4 One of the first priorities for this strategy is to strengthen and regularize resident scrutiny of service areas, with a feedback loop on the progress of implementing recommended actions. This, alongside the implementation of a solid refined resident engagement framework, provide the essential foundations for the delivery of this strategy.

5.8.5 We are working to refine our Resident Engagement Structure to strengthen the link between the Board, its Customer Services Committee and Resident Engagement. The draft structure below shows what this might look like in practice.



5.8.6 The introduction of Resident Engagement 360 will build on our existing Chairs Group, providing the interface between resident engagement and governance, strengthening understanding, and improving outcomes.

5.8.7 We are also working to reduce the administrative burden, shifting away from minutes where actions can be lost and moving the introduction of an outcomes focused Key Actions and Recording Documents (KARD)

5.8.8 Key to this is ensuring residents' voices are heard at every level of Hexagon, and also ensures that there is a feedback mechanism where we communicate to residents how we have used the learning and insight from resident engagement activities to inform decisions and improve the services we provide.

## 6 Measuring Our Impact

6.1 We have developed five new Key Performance Indicators (KPIs) which we will use to help demonstrate the performance of this strategy and achievement of its aims.

Measure	Method	Frequency	Target 2024/25
The number of residents engaged formally and informally.	Record of residents, engagement type, frequency	Quarterly	800 total (50 formal, 750 informal)
% of residents who felt able to speak at meeting/event if they wanted to	Survey of residents at end of any resident engagement meeting or event.	Quarterly	90%
% of residents who felt Hexagon listened to them at meeting/event	Survey of residents at end of any resident engagement meeting or event.	Quarterly	90%
% of residents who felt the engagement activity would make a difference	Survey of residents at end of any resident engagement meeting or event.	Quarterly	70%
Changes and decisions evidenced using resident engagement	Record of actions, suggestions and recommendations from activities tracked through to completion. This will initially be from resident engagement activities organised by the Resident Engagement Team, then expand to other areas over the duration of this strategy	Quarterly	80%

6.2 These KPIs will be added to the organisation's suite of KPIs which are reported regularly to the Performance Review Group and into the organisation's Governance structure.

6.3 We will report resident engagement activities and impacts through our website and Home News using the 'You Said, We Listened' format, demonstrating we are improving services for all residents. We have also added in 'We're Doing'

to enable us to update residents where changes are being made but have not yet been completed.

- 6.4 By the end of year 2, aim to have secured TPAS Accreditation, an independent evidence-based accreditation scheme, that will assess our resident engagement arrangements. This rigorous accreditation process will help us demonstrate our commitment to resident engagement and ensure our approach is effective and offers the best value for money.

## **7 Actions**

Appendix 3 sets out the specific actions we will take linked to the commitments set out in this strategy and timescales.

<b>Committee Date:</b>		Hexagon			
<b>Agenda Item</b>					
<b>Report Title</b>	Hearing the customer voice				
<b>Purpose</b>					
<b>Author(s):</b>					
<b>Contact info</b>					
<b>Appendix(ces)</b>					

## Appendix 1: Hearing the Customer Voice Report Template

### 1. Recommendations

- 1.1 It is recommended that committee members note the customer contact and feedback received by Hexagon between DATE and DATE.
- 1.2 Section BLANK of this report states the proposed actions to address concerns raised.

### 2. Purpose

2.1 The purpose of this paper is to: -

- Collate the customer contact themes received by Hexagon between DATE and DATE and look at trend data.
- Capture customer feedback received between DATE and DATE, comparing perception and transactional survey results.
- Identify the themes of the concerns raised and details actions to address them.

### 3. Background

3.1 Hexagon captures resident contacts to the organisation via its Customer Relationship Management system and via its complaints procedure.

3.2 Hexagon also surveys residents in the following areas (see table).

<b>Transactional surveys</b>	<b>Perception surveys</b>
% residents satisfied following the closure of an anti-social behaviour case	% residents satisfied with overall service received

% residents satisfied following the completion of a repair works order	% residents satisfied that Hexagon listens to the tenant views and acts upon them
% residents satisfied after a new tenant has signed-up to the property	% residents satisfied that Hexagon keeps tenants informed about things that matter to them
	% residents satisfied that Hexagon treats tenants fairly and with respect
	% satisfied that Hexagon is easy to deal with
	% residents satisfied that Hexagon provides a home that is safe
	% residents satisfied that Hexagon provides a home that is well-maintained
	% residents satisfied that Hexagon keeps communal areas clean and well-maintained
	% residents satisfied that Hexagon makes a positive contribution to your neighbourhood
	% residents satisfied following the completion of capital improvement works

## 4. Main content

4.1 A graph below showing the themes of contact received by Hexagon in FINANCIAL YEAR.

4.2 A graph below showing the themes of complaints received by Hexagon in FINANCIAL YEAR.

4.3 Any correlations between the two graphs?

4.4 The table below highlights the MONTH results from the transactional and perception surveys.

Transactional surveys	Results	Perception surveys	Results
% residents satisfied following the closure of an anti-social behaviour case		% residents satisfied with overall service received	
% residents satisfied following the completion of a repair works order		% residents satisfied that Hexagon listens to the tenant views and acts upon them	
% residents satisfied after a new tenant has signed-up to the property		% residents satisfied that Hexagon keeps tenants	

		informed about things that matter to them	
		% residents satisfied that Hexagon treats tenants fairly and with respect	
		% satisfied that Hexagon is easy to deal with	
		% residents satisfied that Hexagon provides a home that is safe	
		% residents satisfied that Hexagon provides a home that is well-maintained	
		% residents satisfied that Hexagon keeps communal areas clean and well-maintained	
		% residents satisfied that Hexagon makes a positive contribution to your neighbourhood	
		% residents satisfied following the completion of capital improvement works	

4.5 The table below highlights the themes of concerns raised within the transactional surveys.

Survey Type	Theme(s) of concerns raised
Anti-social behaviour	
	•
Repairs	
	•
Lettings	
	•

4.6 Actions to address the concerns raised: -

- 

4.7 The following resident engagement event(s) have been held between DATE and DATE.

4.8 Issues to address following the events are as follows: -

## 5. Next steps

5.1 The following actions are contained within existing corporate (annual delivery plan) or team level plans:

5.1.1.

5.2 The following additional actions will be undertaken:

5.1.2.

## 6. Corporate Governance

Links to Corporate Plan	
Impact on residents/staff	
Risks/strategic impact	
Governance/Regulatory implications	
Financial implications	
Equality and Diversity	
Value for money	

## Appendix 2: SWOT Analysis

STRENGTHS	WEAKNESSES
Long history of resident engagement	Too admin intensive, minutes of meetings, separate tracker, emails requesting actions, time spent chasing colleagues for updates and answers
Core group of very engaged and impactful residents	Link between resident engagement and governance not clear
Some very strong and effective groups	Low level satisfaction from residents feeling we listen to them and act
Scrutiny activities very strong and impactful	Unclear on the impact and effectiveness of some resident engagement activities
Some examples of resident engagement at its best, engagement, actions and change	Activities commence without clear project plan of aims, intended outcomes, resource, timeline and impact
Commitment to resident engagement	A lot of resident engagement activity but difficult to follow the thread to how this leads to improvements in services and resident satisfaction
CARE Culture Matrix	Resident engagement too focused on formal structures of resident engagement team
Big Conversation	Main resident engagement activities not reflecting the outcome of resident engagement ask when preference more surveys, informal activities, dip in dip out
	Lack of feedback loop, recording of change, outcomes and impact of activities and feeding back to residents on the change they have affected
	No clear support and development plan for engaged residents or link to community investment resource
	Lack of commitment to resident engagement from outside of RaVE Team
OPPORTUNITIES	THREATS
Introduction of technologies such as resident engagement tracker	New regulations and standards not being met
Together With Tenants	Further cut in resources could impact on delivery
Access to digital devices and technologies	Failure to take engaged residents with us as we move Forward
Recognised UK Online Centre – access to resources	Without clear plans in place, team could over commit and under deliver
Greater collaboration with Community Investment Team and external partners	Increasing volumes of performance data
Networking opportunities	
TPAS Member TPAS Accreditation	
Increasing volumes of performance data	

## Commitment 1: All residents can get involved, in ways that are easy and convenient for them, inclusive and representative of our demographic

We Will	How We Will achieve This	Measure	Date
Review engagement options to ensure they are inclusive, reflect our customers' preferred methods of engagement and build on best practice	<p>Develop and promote our new model for resident engagement which reflects that not everyone wants to, can, or has the need to get involved in the same way</p> <p>Consider the needs of all residents, including lifestyles, commitments, diverse needs and under engaged communities</p> <p>Continue to consider barriers to engagement and continually review our approach in line with resident feedback</p> <p>Undertake an annual assessment of who is involved with Hexagon to ensure that 'engaged residents' reflect the profile of the communities we serve</p>	<p>Menu of engagement options in place that are dynamic, fit for purpose and appropriate to residents' needs, providing opportunities to get involved and make a difference how, and when it suits them.</p> <p>Expanded opportunities for meaningful resident engagement opportunities which lead to outcomes</p> <p>Demographic of residents actively involved in resident engagement reflects our resident demographic</p>	November 2024
We will use digital engagement as a means of reaching out to a wider range of residents	<p>We will develop new forms of digital engagement including use of website, video, email and social media</p> <p>We will explore the viability of introducing a dedicated resident engagement platform</p>	<p>Digital engagement options in place</p> <p>Number of residents engaging with us digitally</p>	June 2024  2026
Put residents in control of how and when they choose to engage with us	We will introduce engagement profiles for residents so individuals can choose the method and frequency of engagement with us	Digital resident engagement profile developed and embedded	2026
Undertake a programme of targeted engagement activities each year, developing themes which reflect areas	Organise bi-annual Big Conversation type activities as a means of connecting with	Increased understanding of the diverse needs of residents including those arising from protected characteristics, language barriers, additional	2024 and 2026

We Will	How We Will achieve This	Measure	Date
of importance to us and residents, that we take into the heart of our communities.	<p>residents and getting behind doors to speak to residents individually, to find out how they are and if there is any support they need (400 residents)</p> <p>Development of a plan to ensure we are able to support the diverse needs of residents</p> <p>Work collaboratively with Community Investment and other colleagues to deliver neighbourhood based activities</p> <p>Work collaboratively with the Community Investment Team to engage with residents who access their services (400 residents per annum)</p>	<p>support needs, family and work commitments; vulnerabilities and any reasonable adjustments to be made</p> <p>Increase in residents engaged formally and informally</p>	

## Commitment 2: Open and transparent communications and decision making

We Will	We will achieve this by	Measure	Date
Increase resident awareness of routes for how they can hold Hexagon to account on standards for service delivery, strategy, performance and decision making	<p>Publication and promotion of 'different options for involvement' document</p> <p>Regular features in Home News, residents' newsletter and on Hexagon website</p> <p>Regular features communicated to residents on how Hexagon has listened to and acted upon resident engagement</p> <p>'You Said, We Did' and 'You Said, We Are Doing'</p>	<p>Increase in number of residents engaged formally and informally</p> <p>70% satisfied that Hexagon listens to residents' views and acts upon them</p>	July 2024
We will provide information to residents about policies, events and services which may affect them	Production of The Voice, a newsletter targeted at residents who have expressed an interest in being engaged, formally and informally. Newsletter contains timely information about Hexagon, resident engagement activities; events and articles of interest; training opportunities	<p>Readership numbers increase</p> <p>Readership interaction with articles</p>	Quarterly

	<p>Update website and social media regularly with upcoming events; news stories; performance information; resident engagement news and opportunities</p>	<p>Increased Hexagon visibility</p> <p>Website updated monthly</p>	<p>Ongoing</p>
	<p>Develop a resident engagement hub, the digital home for improvement plans, performance data, policies and procedures, resident engagement, feedback and response to the feedback.</p>	<p>Number of website visits and interactions</p> <p>Hub in place</p>	<p>September 2024</p>
	<p>Home News and Residents Annual Report</p> <p>We will develop a template for our Residents Newsletter and Residents Annual Report which will include:</p> <ul style="list-style-type: none"> <li>• Changes or proposed changes to services</li> <li>• Performance information</li> <li>• You Said, We're Doing / We Did'</li> <li>• Feedback on Resident Engagement Activities and Impact</li> </ul>	<p>Increase % of residents who receive Home News digitally to 65% (currently 58%)</p> <p>Increase readership of Home News digital version (from 54% to 60%)</p>	<p>June 2024</p>

### Commitment 3: Be accountable to residents and ensure they can influence decisions, drive performance improvements and hold the organisation to account.

We Will	We will achieve this by	Measure	Date
<p>We will seek to adopt a 'Together with Tenants' approach, and work collaboratively with residents to develop a Tenants Charter. This will demonstrate how we have meaningful resident engagement in decision making; work collaboratively with residents to design mechanisms</p>	<p>Working collaboratively with residents and colleagues towards the development of a 'Tenants Charter'. We will use the NHF Tenants Charter as a basis whilst seeking to develop standards and targets on the issues that are important to the organisation and residents.</p>	<p>Hexagon Tenants Charter adopted</p>	<p>November 2024</p>
		<p>Refined mechanisms in place</p>	<p>June 2024</p>

We Will	We will achieve this by	Measure	Date
<p>for oversight; support residents to hold us to account and be open to the challenges that all of this brings.</p>	<p>Working collaboratively with residents and our Governance Team to review and refine the mechanisms to ensure a clear resident focus in the organisation's governance.</p> <p>Residents' views and insights are shared with the Board and used to inform decisions where appropriate. Board loop back to residents on how views and insights have been considered</p> <p>Explore introduction of Resident Engagement 360, bringing together the PRG and Repairs Group Chairs with the Resident Voice and Engagement Team, Head of Housing and Hexagon Chair at least once a year to ensure 360 view of resident engagement and effective flow of information and understanding</p> <p>Organising an Annual Recognition event –inviting key stakeholders including Board Members; Engaged Residents; Hexagon colleagues and contractors.</p> <p>The event will provide an opportunity to reflect on recent performance; celebrate successes and achievements.</p> <p>Present Resident Voice and Engagement Annual Review and agree priorities for the year ahead</p>	<p>Feedback loop operational Feedback 360 meeting 1 held</p> <p>Event held</p> <p>Annual Feedback 360 of Resident Engagement</p>	<p>July 2024</p> <p>September 2024</p> <p>March 2025</p>
<p>We will review and refine engagement structures to ensure residents are making a noticeable difference to how we deliver services that better meets their needs.</p>	<p>Take step back, assess and evaluate the efficiency and effectiveness of resident engagement options and activities</p> <p>Work collaboratively with colleagues and residents to strengthen the feedback loop for all resident engagement activities.</p> <p>Work collaboratively with residents and colleagues, realign goals and priorities with the needs and expectations of residents and Hexagon</p>	<p>Refined resident engagement structure</p> <p>Residents views are listened to, understood and acted upon Strengthened feedback loop ensuring feedback is acted upon and fed back</p>	<p>June 2024</p> <p>September 2024</p>
<p>Provide opportunities for resident engagement on resident facing policies</p>	<p>Review policy and procedures timetable, adding summary of each policy and review timeframe</p>	<p>Evidence of Making a Difference -</p>	<p>September 2024</p>

We Will	We will achieve this by	Measure	Date
	<p>Development of a blueprint for resident engagement in resident facing policies, including scope of influence; timeframes; engagement methods; feedback and implementation</p> <p>Development of resident engagement hub, the digital home for policies and procedures, resident engagement, feedback and response to the feedback.</p>	<p>Record of residents' comments and suggestions and actions/changes made as a result of resident engagement</p>	<p>June 2024</p> <p>June 2024</p>
<p>Embed our refined resident engagement structure and approach to consulting residents on services affecting them</p>	<p>Revise the Resident Voice and Engagement staff induction session and train the wider staff teams on our approach to resident engagement, how we inform engage and interact with residents and its importance in the design and delivery of our services</p> <p>Work collaboratively with Human Resources Team to develop and embed annual training programme for customer facing colleagues on resident engagement</p>	<p>Increased knowledge and understanding among staff of resident engagement</p> <p>75% of customer facing colleagues trained by the end of 2025 and report greater understanding of resident engagement</p>	<p>March 2025</p>
<p>We will increase our understanding of all residents and their expectations of Hexagon's services</p>	<p>We will engage with residents to develop a clear understanding of their expectations of key customer facing services.</p> <p>We will work collaboratively with colleagues to develop an improvement plan to deliver the improvements to meet residents' expectations.</p>	<p>RaVE work will contribute to measures</p> <p>&gt;75% overall customer satisfaction</p> <p>80% satisfaction with estate services</p> <p>65% satisfaction with ASB case handling</p> <p>60% satisfaction with complaint handling</p> <p>Homes relet within 20 days</p>	<p>2025</p>
<p>Expand and refine the way we carry out transactional surveys to help us drill down deeper into our services and to highlight service concerns</p>	<p>We will work with our colleagues in Performance and Customer Services to review and refine the transactional surveys we carry out once residents have received a service, for example a repair.</p>	<p>New and refined suite of resident surveys</p>	<p>2024</p>

We Will	We will achieve this by	Measure	Date
	<p>We will introduce free text questions and explore methods for robustly analysing these.</p> <p>We will explore the viability of introducing a dedicated website platform that will include features for surveys being completed digitally, by either email or text</p> <p>We will work to seek to maximise engagement from residents who want to engage at low level only by making the process 'user friendly' and ensuring ease of access</p>	<p>Increase in number of residents completing surveys</p> <p>Survey analysis helping to drive up performance</p>	
<p>Strengthen and regularize resident scrutiny of services areas</p>	<p>Resident Inspectors will undertake at least one service review annually. The report, recommendations and actions will be reported to Performance Review Group and Customer Services Committee.</p> <p>We will also publish the recommendations and outcomes to our website</p> <p>We will review and refine the feedback loop to ensure there is a clear mechanism for recommendations from scrutiny activities to feed into the Governance arrangements with responsibility for monitoring the implementation of recommendations, once they have been approved.</p> <p>We will explore the development of a Resident Scrutiny Pool/Panel as a way of involving more residents in the scrutiny of our services to make sure they meet the standards we have set out and in doing so, complementing the Performance Review Group</p>	<p>Inspection completed</p> <p>Implementation of recommendations leading to service improvements</p>	<p>Ongoing</p> <p>September 2024</p> <p>2025</p>
<p>Work in partnership with colleagues and residents to maintain existing and develop new opportunities for</p>	<p>Support existing opportunities which include: procurement of services; resident facing staff recruitment.</p> <p>Development of new opportunities for residents influencing social value priorities secured through procurement</p>	<p>Improved services</p>	<p>Ongoing</p>

We Will	We will achieve this by	Measure	Date
developing and improving services together			2025/2026

### Commitment 4: Ensure resources in place to support effective Resident Engagement

We Will	How We Will achieve This	Measure	Date
Provide recognition of the contribution made by residents to the work of Hexagon	Host an Annual Recognition Event Invite key stakeholders – including Board Members Event focus on impact of Resident Engagement Celebration of individuals involved and the difference they have made	Event held Stakeholder feedback	March 2025
Ensure residents who are interested in becoming Board Members are supported	Develop a programme of training and development for residents interested in becoming Board Members  Promotion of the role of Board Member, responsibilities, training and support available for residents who may be interested in joining the board when opportunities arise	Residents appointed to the Board	April 2025
Ensure residents feel supported in their resident engagement activities Ensure residents do not face any financial barriers to resident engagement	We will devise new policies on expenses, rewards and incentives, setting out clear guidance on the payment of expenses and involvement incentives to residents participating in resident engagement activities	Policies with clear guidance in place  Residents report feeling supported in their engagement activities (bi annual survey)	June 2024  2025/26
Provide support, resources and training opportunities for residents so that they can engage effectively	Review current list of engaged residents  Work collaboratively with the Community Investment Team to complete training needs analysis for all engaged residents  Work collaboratively with Community Investment Team to devise a training and development plan  Dedicated budget for training and development	80% of engaged residents complete training and development plan  50% residents report progress against their plan	May 2024  January 2025  March 2027

## Appendix 4: Journey to Hearing the Customer Voice

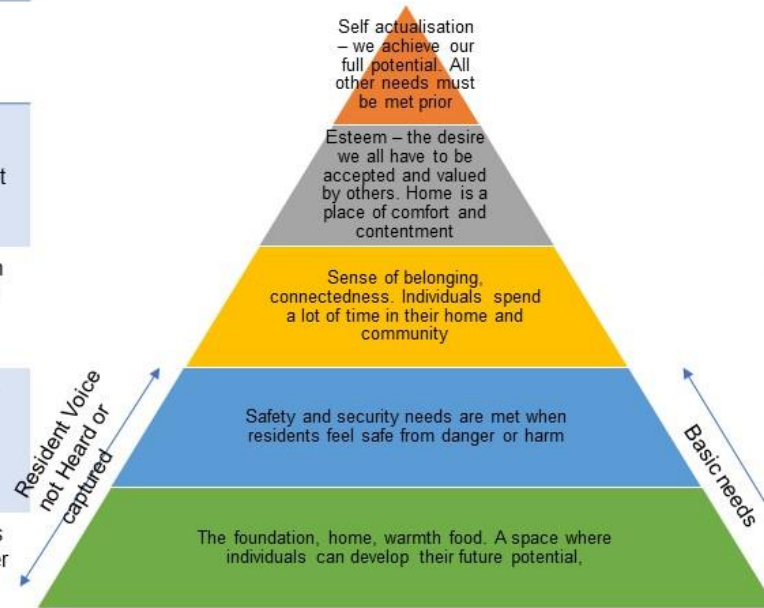
### Resident Satisfaction 'as is'

Focus on formal structures, few opportunities or individuals to share their experiences of services, feedback loop not fully working, residents don't always feel views listened to and acted upon

Home News and website are the two main vehicles for communicating with residents are under utilised.

Customer Services, RaVE, CIT and other Resident facing teams, dialogue with residents, if not specific to service not captured, resident experience being missed, patterns of experiences

Around 500 residents access CIT services per annum. Est over 50% experience other unmet service needs/issues. Frustration. Must deal with presenting issue before being able to move forward



### Increased Resident satisfaction

Different opportunities for engagement. Confidence in services, able to influence services, individual views and experiences are heard and valued, awareness of services available, feedback loop

Home News and website – more focused content improving communications with residents, connection to neighbours, connection to services, connection to wider community, customer portal

Tenancy sustainment, anti social behaviour team, new tenancy support, repairs, property safety, employment support, building trust, improving resident profile data, understanding residents needs and accessibility of services

New tenancy support, Money Support Team, Food banks, fuel vouchers, energy efficiency,

### Journey to 'Hearing the Customer Voice'