

RESIDENT INVOLVEMENT AND ENGAGEMENT POLICY



PERSON CENTRED

Effective Date				Version Number	4.0
Classification	Public	Equality Impact Assessment	Yes	Data Protection Impact Assessment	n/a
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Owner	Group Director of Resident Services				
Approved By					

1. PURPOSE

1.1 The purpose of this policy is to set out The Barnet Group’s approach to involving and engaging residents. It replaces any previous versions endorsed by the Group and its subsidiaries.

2. SCOPE

2.1 This policy applies to The Barnet Group, and specifically its subsidiaries Barnet Homes and Opendoor Homes (referred to collectively as ‘The Barnet Group’ within this policy), including its boards, committees, employees, and volunteers.

2.2 It applies to all our residents living in General Needs rented properties, Supported Housing, Sheltered Housing, Leasehold and Shared Ownership housing, and Temporary Accommodation, and to advocates acting on behalf of our residents.

2.2 In implementing this policy The Barnet Group will:

- comply with relevant legislative and regulatory requirements;
- ensure residents have access to a wide range of opportunities to influence and be involved in decision-making, policies and strategic priorities, and service development and improvement;
- work with residents to support effective scrutiny of our performance; and
- provide support to enable residents to build their capacity and be more effectively involved.

2.4 The Barnet Group maintains a separate Building Safety Resident Engagement Strategy which promotes resident engagement in building safety matters. It sets out how residents living in homes in our high-rise buildings who are over the age of 16 will be involved in building safety decisions and how they can play an active role in keeping their home secure.

3. POLICY

3.1 At The Barnet Group we are committed to continuously improving what we do and the way we do it because of resident involvement, feedback, and working with our partners and community groups.

3.2 The Barnet Group recognises the value of residents and communities engaging with us in different ways, including providing feedback and engaging in an ad-hoc way, volunteering their time, expertise, and skills to be actively involved in the design, delivery, and scrutiny of our service delivery, and participating at the highest level of governance of our organisations.

- 3.3 We will be open and transparent in the provision of performance about our services, including how we compare to others, and we will actively empower and enable residents to scrutinise our work and recommend improvements.
- 3.4 We want to ensure that resident involvement and engagement at The Barnet Group is as meaningful as possible. We will therefore work to the following principles:
- i. residents' views matter and are at the heart of our decision making, and we will consider how to improve and tailor our service delivery at all levels of our organisation;
 - ii. listening to and acting on feedback from resident involvement, complaints, and day-to-day interactions is everyone's responsibility;
 - iii. we will ensure that there is a wide range of opportunities for residents to engage, become involved, and influence services and give feedback in a way that suits them;
 - iv. we will support those wishing to get involved through training, capacity-building, and peer support;
 - v. we will ensure that resident involvement and engagement is meaningful and provides added value, and wherever possible we will begin consultation at an early stage in the process; and
 - vi. we will recognise and respect the contributions of residents by providing timely feedback and ensuring accountability, openness, and transparency.
- 3.5 For further information regarding this policy, residents should contact the Community Engagement team at getinvolved@barnethomes.org for Barnet Homes, or get.involved@opendoorhomes.org for Opendoor Homes. More information about the options for residents to participate in a way that suits their interests and circumstances, from low-level informal involvement to membership of the board, can be found on our websites:
- Barnet Homes – [Involvement Opportunities – Barnet Homes](#)
 - Opendoor Homes - [Involvement Opportunities – Opendoor Homes](#)
- 3.6 Resident involvement and engagement is integral to the work of The Barnet Group. Meaningfully engaging people in our business helps us to:
- improve customer perceptions;
 - increase customer satisfaction;
 - reduce inequalities;
 - empower local people and communities and enhance cohesion; and
 - improve efficiency and effectiveness.
- 3.7 We aim to give residents a voice at the highest level of our organisation, but we also recognise that many people do not have the time or inclination to take part in formal committees, and we intend to make it easy for residents to participate in service improvement activities to ensure that residents' voices are heard. We will reach out to participating residents using a variety of techniques to gain people's views and feedback. We will provide a range of opportunities for residents to engage with our organisation, either on a regular or ad hoc basis, including involvement in (but not limited to):
- governance (our boards) and influencing service delivery and the management of the organisation at a strategic level;
 - scrutiny functions, and service and performance monitoring and review;
 - focus groups and discussions;

- surveys and digital (online) engagement; and
- contractor selection.

3.8 Information about our involvement and consultation options and opportunities can be found on our websites:

- Barnet Homes – [Involvement Opportunities – Barnet Homes](#)
- Opendoor Homes - [Involvement Opportunities – Opendoor Homes](#)
- The Barnet Group Engagement and Consultation - [The Barnet Group Engage – Connecting with our community](#)

3.9 We will involve and consult with residents on issues including:

- local service delivery and regular reviews of our service standards;
- performance monitoring, including effective scrutiny of our performance in managing homes and neighborhoods as measured through the Regulator of Social Housing's Tenant Satisfaction Measures, and progress against any improvement actions identified as a result of this;
- the procurement of new contractual services that have a direct impact on the management of their homes and services they receive;
- the costs and benefits of any significant changes in our service offer through consultation, reviews, and measuring the investment in our services;
- decision-making related to building safety risks; and
- the governance and scrutiny of our housing management service, through a clear information flow between our Group Board, Barnet Homes Resident Board, Opendoor Homes Resident Scrutiny Group and the undertaking of regular service reviews, surveys, and consultations.

3.10 We will work alongside and support residents by:

- developing and implementing a range of opportunities for involvement in the delivery of our housing services and community engagement activities;
- setting up service improvement panels, including client-specific and thematic groups that will contribute to improved or new innovative services and provide increased value for money and satisfaction;
- reviewing our customers' needs and supporting their requirements and expectations; and
- building residents' capacity to be effectively involved and ensuring residents and involved groups are able to have the greatest influence over services through the provision of appropriate support and training.

3.11 We will provide feedback and communicate outcomes to residents who are involved and/or engage with us, and more widely to ensure accountability to all residents.

3.12 We will publicise where resident influence has added value by helping us achieve greater efficiency and value for money for residents.

4. RESPONSIBILITIES

4.1 **The Barnet Homes and Opendoor Homes Boards** have overall responsibility for ensuring the organisations comply with legislative and regulatory requirements.

- 4.2 The **Executive Management Team** is responsible for setting and supporting a culture of resident involvement and engagement.
- 4.3 **All Heads of Service and Managers** are responsible for ensuring that involving and engaging residents is central to The Barnet Group's services, for identifying opportunities to engage and involve customers, and for ensuring their services work in partnership with residents to develop and improve services.
- 4.4 **All employees** have a responsibility to comply with this policy and to ensure that residents are engaged and consulted in the delivery, development, and improvement of services.
- 4.5 **The Community Engagement team** is responsible for working with Heads of Service to ensure effective and inclusive measures of engaging and involving our residents in all aspects in the business, and for providing support and good practice advice on resident involvement and engagement to our operational services.

5. EQUALITIES

- 5.1 The Barnet Group is committed to promoting equality of opportunity, fairness, and accessibility. We recognise that all customers should be treated equally and fairly regardless of their age, disability, gender reassignment, marriage and civil partnership status, pregnancy and maternity, race, religion or belief, sex, and sexual orientation, and we will not directly or indirectly discriminate against any person or group in implementing this policy and its associated procedure.
- 5.2 We will act sensitively towards the diverse needs of individuals and communities and may provide communications in alternative formats where practicable and appropriate to assist customers with distinct communication needs. The Barnet Group will consider requests for reasonable adjustments in line with the Equality Act 2010.
- 5.3 We will consider vulnerability and customer needs throughout our involvement and engagement activities and will take reasonable steps to ensure all residents have an equitable opportunity to be involved in influencing and scrutinising strategies, policies, and services, taking into account diverse needs.
- 5.4 We recognise that all customers have a right to voice their views free from criticism or harassment on the grounds of their protected characteristics under the Equality Act 2010. We will work to tackle discrimination, promote equality of opportunity, and address any instances of harassment or bullying in engagement meetings, and our staff will oversee fair and non-discriminatory discussions.

6. FEEDBACK

- 6.1 Anyone who is dissatisfied with any aspect of the services provided by The Barnet Group will have the opportunity to seek redress through our Complaints and Compliments policy. We welcome all feedback, good or bad, in all formats, and will provide support, as required, to enable people to make complaints.

7. MONITORING AND REVIEW

- 7.1 We will monitor and review the impact of our resident involvement and engagement activities on an annual basis and will publish information about our performance.
- 7.2 As part of our commitment to providing economical, effective, and efficient services we will use benchmarking and good practice information to help us monitor our costs and service

8. RELEVANT LEGISLATION

- Equality Act 2010
- Social Housing (Regulation) Act 2023
- Building Safety Act 2022

9. LINKS WITH OTHER POLICIES AND DOCUMENTS

- Complaints and Compliments Policy
- Customer Expenses and Incentives Policy
- Equality, Diversity, and Inclusion Policy
- Reasonable Adjustments to Services Policy
- Building Safety Resident Engagement Strategy
- Customer Experience Strategy
- The Barnet Group’s Strategic Plan

DOCUMENT CONTROL

Version	Type of Change	Date	Revisions from Previous Issues
1.0	Document creation	March 2016	
1.1	Interim review	Sept 2016	Policy format standardised
2.1	Review	June 2020	Routine review
2.2	Review	July 2020	Good practice review by Head of Strategy and Compliance
3.1	Routine review	January 2023	Review of policy, in light of revised Consumer Standards and Tenant Satisfaction Measures
3.2	Routine review	February 2023	Good practice review by Director of Strategy
4.0	Review	November 2024	Review of the Policy in line with good practice, customer consultation.