

Hastoe's Approach to Resident Engagement

At Hastoe we want every resident to feel valued, heard and included and this is a core part of our Business strategy.

Effective governance includes those people who are directly affected by our services. As an organisation we feel strongly that residents should not have to conform to formal governance structures to have their voices heard. This method can exclude a large number of people who may find accessing formal structures difficult or unappealing.

Our geography is wide and diverse. We have communities in dispersed, rural locations as well as urban locations. We do not want this to exclude residents from engagement so we've developed an approach that brings opportunities to residents, where they live, at a time that suits them and by using technology where it's appropriate to do so.

We have set out our approach to provide a structure that supports the development and delivery of the annual resident engagement plan. Providing opportunities for residents to be involved in strategic decision making, scrutiny, consultation and feedback.

Strategic Decision Making

- Resident Board member.
- Giving residents the opportunity to meet with Board members at least twice each year, holding the event outside of normal office hours and in different locations.
- Three times per year residents can request a phone call from a member of the Executive team to provide feedback on services.
- Our Business Strategy review group meets twice per annum to review the Business strategy and provide feedback on priorities ahead of the annual Board strategy review session, and then to review and provide feedback on the draft strategy objectives and performance targets.

Scrutiny of Performance

- Our complaints scrutiny panel meet twice per annum to scrutinise complaints performance and service improvements.
- Resident Champions provide valuable feedback in relation to estate services such as grounds maintenance and cleaning. We will also begin to use this group to assist in the scrutiny of performance of estate services contractors.

Consultation and Feedback

- Our scheme based home visits and drop in days provide an opportunity for residents to feedback to staff from across the organisation about any Hastoe service.
- Our Resident Safety panel meet virtually twice per annum to develop and review the resident engagement strategies for each of our higher risk buildings.
- We undertake wider feedback exercises to larger groups of residents via surveys.
- Where we are looking for feedback on a service, we often run one off online consultation sessions.
- Housing Officers offer residents the opportunity to join them in an inspection of the estate once per annum to provide direct feedback.
- Our resident newsletter is published quarterly and provides feedback on how residents have influenced service improvements and changes.
- Our Annual report provides a breakdown of performance and service changes and provides opportunities for residents to get involved.