Resident Engagement Strategy

Allinsons Court, Bootle

Jigsaw

Contents

1   Aims

1.   This strategy sets out how we will ensure residents are at the heart of our business, giving them the opportunity to take part in improving and shaping our performance and services.

2.   This strategy directly contributes to the following Corporate Plan objective:-

   • Caring for our customers, assets and neighbourhoods

2   Scope

3.   This strategy applies to anyone living in a home belonging to or managed by Jigsaw Homes Group which includes:-

   • tenants

   • leaseholders

   • shared owners

   • licensees

3   Strategy Statement

4.   Jigsaw offer a number of ways for residents to get involved starting with informal engagement through to becoming a board member. We provide a range of engagement options to ensure inclusivity and accessibility.

5.   We assist vulnerable residents through a range of measures such as support in accessing our services, applying for funding, constituting residents groups, completing surveys, making complaints and using their preferred communication method when contacting them.

6.   We also commit to giving residents a choice about how they wish to be involved and reward people for sharing their views with us to help improve our services.

3.1. Information

7.   The most basic level of engagement is accessing information about our services, making service requests via our Connect Contact Centres or our online Customer Hub and interacting with us on social media or our website.

8.   Residents can do this via our:-

   • Connect Contact Centres

- Online Customer Hub

- Jigsaw Group and subsidiary websites

- Jigsaw Group Facebook pages

- Jigsaw Group Twitter accounts

- Home and Community Hub and other local offices

3.2. Tenant Data

9. We want to make good data-led decisions as an organisation. It is therefore important that the information we hold about our tenants is accurate, reliable and timely. Our main opportunity for data collection is at the point of lettings and we will endeavour to ensure that the data recorded at this time is accurate and used to demonstrate that the Group is making appropriate lettings to its homes. We will continue to update tenant and household data during the course of a tenancy and will use this to analyse our service delivery and to understand the demographics and needs of our customer base. We recognise however that this data will likely become increasingly less accurate and complete over time. We will therefore be careful to be clear about the limitations of the data we hold about our tenants in undertaking data analysis. In cases where data is believed to not be sufficiently accurate, we will use sample surveys to provide more timely and accurate data.

3.3. Jigsaw Rewards

10. Jigsaw Rewards is our online resident engagement platform. It allows residents to give regular feedback on our services and plans for the future. In return they receive points which can be exchanged for gift vouchers or rent credits. By registering on Jigsaw Rewards residents get the opportunity to participate in consultation surveys, mystery shopping, provide us with feedback on service improvements and contribute towards the neighbourhood plans. Due to the geographical spread of the Group, Jigsaw Rewards gives all residents a chance to participate regardless of where they live.

11. For those residents who do not have internet access, they can register by telephone and we operate postal surveys which Jigsaw Rewards members can complete and return to us.

12. Feedback on completed activities on Jigsaw Rewards is publicised on the Jigsaw website so residents can see the outcome of their feedback and its impact on our services.

3.4. Connect Surveys

13. Our Connect Contact Centres use automated telephone surveys to gather feedback from residents on issues such as:

14. How well we handled their call

15. How new tenants found the letting process for their new home

16. How well we dealt with anti-social behaviour cases

17. Satisfaction levels with completed repairs

18. This feedback is used to identify service areas where improvements could be made or to address individual feedback regarding specific problems residents have encountered during their interactions with us.

3.5. Scrutiny

19. Tenant led scrutiny aims to promote greater transparency in how services operate and are delivered and helps put residents at the centre of the organisation. Using Jigsaw Rewards residents decide on which topics/service areas they would like to scrutinise. Once the topic has been chosen residents volunteer to be on the scrutiny panel for topics that interest them. Residents review information on the chosen topic, decide the scope of the investigation, participate in the investigation and make recommendations for improvement. Recommendations made by the Scrutiny Panel help us improve our services for all of our residents and are presented to the Risk and Audit Committee for approval.

3.6. Neighbourhood Plans

20. Our neighbourhood plans take on board feedback from residents and employees who work in our communities. We use our neighbourhood plans to help improve poverty, unemployment, health, the environment and property demand.

21. The performance information we gather from both internal and external data helps us to identify the main challenges and priorities in our neighbourhoods and enables us to target resources to areas in need through a range of projects and activities.

22. Each neighbourhood plan will be in place for three years and performance will be monitored regularly through resident surveys on Jigsaw Rewards, to ensure we continuously improve resident satisfaction.

23. More information on neighbourhood plans can be found at:-

24. www.jigsawhomes.org.uk/neighbourhood-plans

3.7. Neighbourhood Engagement

25. The Neighbourhood Engagement Team work with residents and partners within our neighbourhoods. They facilitate and undertake projects and initiatives concentrating on the themes of:-

   - **Employment, skills, enterprise and training** - helping people into employment through job search and assistance, facilitating work clubs, giving volunteering opportunities, work experience opportunities, accredited training business set up advice and financial support.

- **Health and Wellbeing** - providing local physical exercise activities, social activities, walking groups, memory cafes, community gardening projects, resident associations, community clean ups, recycling awareness and environmental projects.

- **Financial Wellbeing** - providing, low cost food provision, energy advice to heat homes more affordably, money advice signposting, cook & eat courses around cooking healthily on a budget.

3.8. Together with Tenants

26. Together with Tenants is a National Housing Federation Initiative to strengthen and improve relationships between Housing Associations and their residents, through a set of commitments. Jigsaw Homes Group has signed up to Together with Tenants and will work with tenants to ensure the commitments are being met.

27. In order to strengthen this relationship there is:-

    1. A requirement in the National Housing Federation Code of Governance for boards to be accountable to their tenants and residents.

    2. A Together with Tenants Charter setting out what tenants and residents can expect from their housing association landlord.

    3. Tenant and resident oversight and scrutiny of the charter, with a report on how their landlord is doing against the charter commitments.

    4. A closer link with regulation.

28. In order to meet the commitments we:-

    - Consult on new strategies and policies via Jigsaw Rewards. This ensures we gather a broad range of views and incorporate those views into the final version of the strategy or policy. We publish a summary of the results of Jigsaw Rewards consultations on the website showing the feedback we received and which suggestions were incorporated in the final version of the strategy or policy. Final strategies or polices are approved by board.

    - We allow residents to vote on which projects should receive Jigsaw Foundation funding in their area via Jigsaw Rewards. Residents will know what projects will benefit their area and which projects will have the biggest impact.

    - We carry out two scrutiny exercises a year. The topics for scrutiny are chosen by residents. The Risk and Audit Committee receive the completed scrutiny reports and track completion of outstanding actions.

    - Residents are consulted on the content of their Neighbourhood Plan via Jigsaw Rewards and face to face surveys. Their feedback helps us decide the priorities for that neighbourhood. The neighbourhood plan data forms part of the new dashboard which board members use to monitor performance.

- Complaints themes are analysed and we learn from service failure to improve our service in future. Reports on complaints and customer satisfaction are presented to board.

3.9. Board Membership

29. Tenants have the opportunity to be a part of the board of management. Tenants are able to apply for board positions and selection will be based on the skills required by the board at that time. Board vacancies are advertised through our website and in the local press and when people register for Jigsaw Rewards they are asked if they would like to express interest in becoming a board member. We have a target of one place on customer facing boards for tenants.

3.10. Building Safety

30. We will work with residents of high rise buildings (over 18 metres) to ensure that they understand the ways in which we ensure their building is safe for occupation. Residents also have a responsibility to work with us to keep the building safe. This includes keeping communal areas clear, reporting repairs or fire hazards, not tampering with fire safety measures (for example disabling smoke alarms or removing door closers from fire doors).

31. We will:

- Issue every resident an information pack detailing what we do to make their building safe.

- Provide clear information on what to do in the event of a fire.

- Set out what we expect from our residents to help keep the building safe.

- Allow residents to raise concerns about the safety of their building and provide them with feedback.

- Hold residents meetings where necessary to address concerns.

- Produce a building safety case for every high rise building and update it when any improvement works that have been completed.

- Have a designated Building Safety Manager.

3.11. Complaints

32. We are committed to providing an excellent service to our customers. However, we realise that things can occasionally go wrong. If this happens or if residents feel our service doesn't meet their expectations, then we want them to let us know and we will always try to resolve any problem as quickly as possible.

33. Complaints help us to identify areas where services may be failing and allow us to make improvements in those areas to the benefit of all our residents.

34. More information about our complaints service can be found at:-

35. www.jigsawhomes.org.uk/complaints

3.12. Compliments

36. We are committed to providing an excellent service to our customers and when customers let us know we are getting things right, it can help us share good practice and improve services.

37. Compliments are recorded on our internal database and are included in a quarterly customer feedback update on our websites. They are also given as feedback to the staff the compliment related to.

4   Monitoring and Delivery

38. We monitor membership of Jigsaw Rewards and strive to make the membership representative of our resident base. Feedback on consultations is published on our website so residents can see what action we have taken with the feedback they provide.

39. Dissatisfied responses from Connect Surveys are passed to departmental managers for investigation and for remedial action to be taken.

40. Scrutiny reports, including recommendations are published on our website. Scrutiny reports are presented to the Risk and Audit Committee, which monitors that recommendations are being actioned within agreed timescales.

41. We use a Neighbourhood dashboard to show how our neighbourhoods are changing and allow us to monitor if we are meeting the priorities set out in our Neighbourhood Plans.

42. We produce a quarterly report detailing the work that the Neighbourhood Engagement Team has done within our Neighbourhoods, how much funding has been awarded to community groups, how many activities have been completed on Jigsaw Rewards and which scrutiny topics are currently being looked at.

43. Quarterly reports are produced about the complaints we received, this allows us to monitor complaints trends, areas where complaints are high and other service failures and take steps to improve the services in these areas.
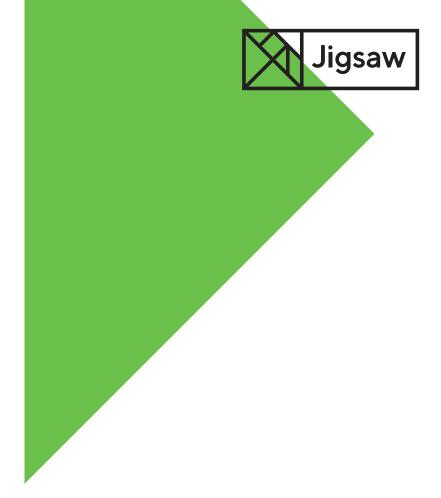
5   Resourcing the Strategy

44. The major resource requirements of the strategy will be:

- Head of Neighbourhoods, Jigsaw Foundation Manager, Neighbourhood Engagement Manager, Neighbourhood Engagement Officers and Administrative staff.

- Circa £25k annual budget for Jigsaw Rewards and Scrutiny.

- Circa £300,000 annual budget for Neighbourhood Engagement and Plans projects and initiatives.

- Circa £500,000 annual budget for the Jigsaw Foundation projects.

6 Document Control

Responsible Officer/s:	Suzanne Bullock, Assistant Director of Neighbourhoods
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Creating homes. Building lives.

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