

Housing Resident Involvement Strategy 2024-27 - Action Plan

Theme 1: Embedding Resident involvement culture

Actions	Time	Lead	Others involved	How will progress be reported?
1.1 Develop a Resident Involvement Policy to set out Slough's approach to involving residents.	Year 1	Resident Engagement Manager & Neighbourhood Manager (Tony Turnbull)	<ul style="list-style-type: none"> Resident Engagement team and the Resident Board 	<ul style="list-style-type: none"> Regular progress report to Resident Board. Final policy published & communicated via Housing highlights, webpage, and the intranet.
1.2 Provide training/awareness sessions for housing staff including the Repairs contract team to ensure all have a good understanding of effective resident involvement and maximise the use of our TPAS membership to keep up to date with best practice.	Year 1	Resident Engagement Manager & Neighbourhood Manager (Tony Turnbull)	<ul style="list-style-type: none"> Housing staff and Resident Board 	<ul style="list-style-type: none"> Regular progress report. Attendance of staff. Staff feedback - Increased confidence.
1.3 Incorporate commitment to the Resident Involvement Policy/Strategy in the role descriptions, induction, objectives, and performance reviews of all our housing staff.	Year 1	Director of Housing	<ul style="list-style-type: none"> Head of service and managers within Housing 	<ul style="list-style-type: none"> Regular progress report to Resident Board. Induction pack/checklist. Annual Report.

Actions	Time	Lead	Others involved	How will progress be reported?
1.4 Create a central location to record all housing resident involvement activities /consultation	Year 1	Resident Engagement Manager	<ul style="list-style-type: none"> • Resident Engagement, Housing, Repairs & Maintenance teams and repair contractor 	<ul style="list-style-type: none"> • Regular progress report to Resident Board to include performance against this action.
1.5 Strengthen co-regulation approach - quarterly Resident Board meeting focused on performance, attended by relevant managers, heads of service and director. Lead councillor to attend at least two meetings per year and receive minutes from meetings.	Year 1	Director of Housing & Neighbourhood Manager (Tony Turnbull)	<ul style="list-style-type: none"> • Lead Cllr for Housing • Housing Services managers • Contractors • Directors 	<ul style="list-style-type: none"> • Senior staff attendance at Resident Board meetings. • Annual Report.
1.6 Agree a process for updating and approving operational, housing related policy that must consider the views and implications of any changes for tenants and leaseholders. Adopting no approval without resident involvement.	Year 1	Resident Engagement Manager	<ul style="list-style-type: none"> • Neighbourhood Manager • Neighbourhood Leads 	<ul style="list-style-type: none"> • Regular progress report to Resident Board to include performance against this action.
1.7 Recruit staff and Councillors to be champions and help drive positive resident involvement culture	Year 1-2	Associate Director of Housing & Neighbourhood Manager (Tony Turnbull)	<ul style="list-style-type: none"> • Lead Cllr for Housing (Cllr Kelly) • Neighbourhood Leads 	<ul style="list-style-type: none"> • Regular progress report to Resident Board to include performance against this action. • Internal communication.

Actions	Time	Lead	Others involved	How will progress be reported?
1.8 Introduce a resident involvement section on internal reports to consider the views and implications for residents of any changes to housing related strategies or decisions. Adopting no approval without resident involvement by the Lead members, Exec and Cabinet to embed consideration of residents' views in our decision-making	Year 2	Associate Director of Housing & Resident Engagement Manager	<ul style="list-style-type: none"> • Neighbourhood Manager • Lead Cllr for housing (Cllr Kelly) • Democratic team and the councils' Cabinet 	<ul style="list-style-type: none"> • Regular progress report to Resident Board to include performance against this action. • Updated cabinet report template.
1.9 Work with teams across the council to update the community engagement toolkit to enable all our staff, contractors, and councillors to embed effective resident involvement in their work	Year 2	Resident Engagement Manager	<ul style="list-style-type: none"> • Resident Engagement, Housing • Community development, Communication team • Councillors 	<ul style="list-style-type: none"> • Regular progress report to Resident Board to include performance against this action. • Final toolkit shared with Resident Board, published on the intranet and staff trained to use it.

What does success look like?

- Housing staff actively seeking resident involvement on any decision that impacts them.
- Increase satisfaction with Slough Council's resident involvement culture by involved residents.

Theme 2: Strengthening the Resident Board and resident influence

Actions	Time	Lead	Others involved?	How will progress be reported?
2.1 Review and update the code of conduct, terms of reference and the roles, incentives, and responsibility of the Resident Board.	Year 1	Resident Engagement Manager	<ul style="list-style-type: none"> Resident Engagement Team, Resident Board, Neighbourhood Manager (Tony Turnbull) & Director of Housing 	<ul style="list-style-type: none"> Regular progress report. Final documents shared with Resident Board and published on our webpage.
2.2 Develop the recruitment pack including application form with equalities questions, interview process, and induction pack for the Resident Board.	Year 1	Resident Engagement Manager	<ul style="list-style-type: none"> Resident Engagement Team 	<ul style="list-style-type: none"> Regular progress report. Final documents published on our webpage and communicated via Housing Highlight.
2.3 Communicate the Resident Involvement Strategy to all tenants and leaseholders with action plans, how to keep up to date on progress and information on how to get involved.	Year 1	Resident Engagement Manager	<ul style="list-style-type: none"> Resident Engagement Team Communication team 	<ul style="list-style-type: none"> Publication on website, housing highlight newsletter, link on all housing staff emails, copies at older people's schemes.
2.4 Recruitment of residents onto the Resident Board and wider involvement with new	Year 1	Resident Engagement Manager	<ul style="list-style-type: none"> Resident Engagement Team Resident Board & Independent chair. 	<ul style="list-style-type: none"> Recruitment of 8-10 residents. Regular progress report.

Actions	Time	Lead	Others involved?	How will progress be reported?
recruitment process to reflect the diversity of Slough tenants and campaign to encourage underrepresented groups to apply.			<ul style="list-style-type: none"> • Neighbourhood Manager (Tony Turnbull) 	<ul style="list-style-type: none"> • Communication about new members on our webpage, Housing Highlight newsletter.
2.5 Develop and agree approach to scrutiny and agree first project with Resident Board.	Year 1	Resident Engagement Manager	<ul style="list-style-type: none"> • Resident Engagement Team • Resident Board & Independent chair • Neighbourhood Manager (Tony Turnbull) 	<ul style="list-style-type: none"> • Regular progress report. • Publish on webpage and Housing Highlight. • Residents feedback.
2.6 Involve residents in procurement of the repairs service from the start including specifying contract requirements, short-listing companies from tenders received, conducting interviews and site visits, and appointing the successful contractor, mobilisation and monitoring performance once awarded.	Year 1- 3	Asset Programme Manager (Ian Stone) & Associate Director of Housing	<ul style="list-style-type: none"> • Repair Contracts, Resident Engagement, Neighbourhood • Temporary Housing team • All residents • Resident Board 	<ul style="list-style-type: none"> • Regular progress report. • Housing Highlights newsletter to provide ongoing update on resident involvement. • Annual report on resident involvement & impact. • Resident Board annual feedback.

Actions	Time	Lead	Others involved?	How will progress be reported?
2.7 Develop a succession plan and capacity build Resident Board members to become the Chair & Vice Chair by 2026.	Year 2-3	Resident Engagement Manager & Neighbourhood Manager (Tony Turnbull)	<ul style="list-style-type: none"> Resident Engagement Team Resident Board and Independent chair. 	<ul style="list-style-type: none"> Annual report on resident involvement & impact. Resident Board annual feedback.

What does success look like?

- Increased number of involved residents' representative of the Slough community, influencing service improvements.

Theme 3: Range of options for resident involvement

Actions	Time	Lead	Others involved?	How will progress be reported?
3.1 Recruit of 6 – 10 residents for scrutiny project and deliver at least one scrutiny in year one. Minimum of two scrutiny projects from year 2.	Year 1 - Annually	Resident Engagement Manager	<ul style="list-style-type: none"> Resident Engagement & Housing Team. Resident Board & Residents. Relevant Housing teams 	<ul style="list-style-type: none"> Regular progress report. Housing Highlights newsletter to provide ongoing update on resident involvement. Annual report. Involved Resident feedback.
3.2 Communication: Promote the menu of involvement opportunities on a dedicated webpage on the Council's site – include how to get involved,	Year 1-3	Resident Engagement Manager	<ul style="list-style-type: none"> Communication and Resident Engagement Team Housing team Resident Board 	<ul style="list-style-type: none"> Regular progress report. Housing Highlights newsletter to provide ongoing update on resident involvement.

Actions	Time	Lead	Others involved?	How will progress be reported?
application packs, Resident Board members, minutes of meetings, raise awareness of our TPAS membership and benefits to residents.				
3.3 Organise and deliver at least one annual residents' event with an opportunity for residents to meet and engage with teams from the council. Deliver event in each area by 2026.	Year 1- Annually	Resident Engagement Manager & Neighbourhood Manager (Tony Turnbull)	<ul style="list-style-type: none"> Resident Engagement, Neighbourhood, Repairs, Community Development and Community safety team Repairs contractor 	<ul style="list-style-type: none"> Regular progress report. Housing Highlights newsletter to provide ongoing update. Annual report on resident involvement & impact. Involved Resident feedback.
3.4 Set up Leasehold forums and deliver at least two per year.	Year 1	Leasehold Team Manager	<ul style="list-style-type: none"> Neighbourhood Manager & Leads (Tony Turnbull) Leasehold & Resident Engagement Team 	<ul style="list-style-type: none"> Annual report on resident involvement & impact. Leaseholders annual feedback.
3.5 Develop an approach to joint estate inspections involving relevant council teams and residents that is well coordinated, promoted and actions taken with follow up comms to residents.	Year 2	Neighbourhood Manager (Tony Turnbull)	<ul style="list-style-type: none"> Neighbourhood Leads, Repairs contractor, Community safety, Community development and Resident Engagement Team 	<ul style="list-style-type: none"> Regular progress report. Housing Highlights newsletter to provide ongoing update. Annual report. Involved Resident feedback.
3.6 Develop a virtual involvement offer for residents who prefer to get involved from home, at their convenience on topics that matter to them.	Year 1	Resident Engagement Manager & Neighbourhood	<ul style="list-style-type: none"> Resident Engagement and Housing team Resident Board and wider residents 	<ul style="list-style-type: none"> Regular progress report. Housing Highlights newsletter to provide ongoing update.

Actions	Time	Lead	Others involved?	How will progress be reported?
		Manager (Tony Turnbull)		<ul style="list-style-type: none"> Annual report on resident involvement & impact.
3.7 Develop Building Safety Resident Engagement & initiatives for Broom & Poplar Blocks.	Year 1	Neighbourhood Lead East (Annie Bunger)	<ul style="list-style-type: none"> Resident Engagement Team Senior Neighbourhood Officer 	<ul style="list-style-type: none"> Regular progress report to Resident Board

What does success look like?

- Increased opportunities and support for residents' voice to be heard.
- Clear outcomes demonstrating the impact of resident involvement activities.
- Residents' involvement in building safety.

Theme 4: Appropriate resources and support to enable effective involvement

Actions	Time	Lead	Others involved?	How will progress be reported?
4.1 Establish a Resident Engagement team – recruitment of a manager, with two resident engagement officers and a business support officer.	Year 1	Neighbourhood Manager (Tony Turnbull)	<ul style="list-style-type: none"> Human Resources team Resident Board 	<ul style="list-style-type: none"> Regular progress report. Website and Housing Highlight newsletter. Internal communication for wider Council.
4.2 Assess the training and support needs of members of the Resident Board, develop and deliver a training plan to meet needs identified.	Year 1-2	Resident Engagement Manager & Neighbourhood	<ul style="list-style-type: none"> Resident Engagement team Resident Board 	<ul style="list-style-type: none"> Regular progress report. List of training delivered.

		Manager (Tony Turnbull)		
4.3 Raise awareness of all support and resources available to residents to strengthen residents' knowledge, understanding and skills to keep us accountable – use all communication channels and include our TPAS membership, training and support for resident led groups and Four Million Homes Programme.	Year 1/2	Resident Engagement Manager	<ul style="list-style-type: none"> Resident Engagement and communication Team Housing team 	<ul style="list-style-type: none"> Regular progress report to Resident Board to include performance against this action.

What does success look like?

- An established resident engagement team with right experience and skills.
- Increased confidence reported by involved residents.

Theme 5: Inclusive and accessible engagement ensuring that involved residents are representative of the demography of our residents

Actions	Time	Lead	Others involved?	How will progress be reported?
5.1 Make copies of the Housing Highlights newsletter available in the libraries and communal spaces located in the independent	Year 1	Resident Engagement Manager	<ul style="list-style-type: none"> Resident Engagement Team 	<ul style="list-style-type: none"> Regular progress report to Resident Board to include performance against this action. Annual report on resident involvement & impact.

Actions	Time	Lead	Others involved?	How will progress be reported?
living schemes. Housing drop-in sessions.				
5.2 Improve equalities information of involved individuals by including equality questions on all engagement forms and surveys.	Year 1-2	Resident Engagement Manager	<ul style="list-style-type: none"> Resident Engagement team 	<ul style="list-style-type: none"> Regular progress report to Resident Board to include performance against this action. Annual report on resident involvement & impact.
5.3 Review how we improve data we hold about our tenants to help better understanding of our residents,' languages spoken, needs of those living with disabilities including protected groups to ensure Inclusive and accessible engagement.	Year 1-3	Neighbourhood Manager (Tony Turnbull) and NEC Project manager.	<ul style="list-style-type: none"> Resident Engagement Team 	<ul style="list-style-type: none"> Regular progress report to Resident Board to include performance against this action. Annual report on resident involvement & impact.
5.4 Work with wider council teams, especially the Youth Voice team to develop our approach to effectively involving young people and the Youth Parliament, and community organisations to support improved involvement of under-represented groups.	Year 2	Resident Engagement Manager & Neighbourhood Manager (Tony Turnbull)	<ul style="list-style-type: none"> Resident Engagement Team Youth and Community Development Team 	<ul style="list-style-type: none"> Regular progress report to Resident Board to include performance against this action. Annual report on resident involvement & impact.

What does success look like?

- Increased engagement with underrepresented groups and younger tenants.