

Slough Borough Council Resident Involvement Policy

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Version	Date	Author	Description	Approved by
V0.1	April 2024	Tosin Adewumi (Interim Resident Engagement Manager) and Tony Turnbull (Neighbourhood Manager)	Resident Involvement Policy following the approval of the strategy by the cabinet in December 2023	Neil Euesden (Interim Director of Housing)

1.0 Purpose

- 1.1 The purpose of this policy is to set out Slough Borough Council's approach to involving and engaging its tenants and leaseholders in how it manages and delivers its housing services. Since the TSM's (Tenant Satisfactory Measures) were introduced in April 2023, Social Landlords must support effective scrutiny by tenants of their performance and are being held accountable by the Regulators if they do not.

2.0 Scope

- 2.1 This policy applies to Slough Borough Council, specifically its Housing Directorate, including its employees, Committees, Resident Board and volunteers.
- 2.2 It applies to all our residents living in General Needs rented properties, Older Peoples rented Housing, Leasehold, James Elliman Homes Street properties and, and Temporary Accommodation, and to advocates acting on behalf of our residents.
- 2.3 Registered providers are now expected to achieve outcomes and comply with four set of Consumer Standards from April 2024. The four main standards are The Safety and Quality Standard, The Transparency, Influence and Accountability Standard, The Neighbourhood and Community Standard and The Tenancy Standard. In implementing this policy, Slough Borough Council Housing will:
- comply with relevant legislation and meet its responsibilities and duties as a landlord by complying with The Transparency, Influence and Accountability standard as part of the Regulator for Social Housing's Regulatory Framework for Social Housing in England;
 - ensure that 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;
 - provide support to enable residents to build their capacity and be more effectively involved.

3.0 Policy Statement

- 3.1 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 We recognise 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 within the Housing Services at Slough Borough Council is as meaningful as possible. We will therefore work to the principles of *Transparency, Accountability and Influence* in the following ways:

- ‘*Nothing about residents without residents*’ meaning that residents are kept informed and given opportunity to shape decisions about housing services that affects them.
- listening to and acting on feedback from resident involvement, complaints, and day-to-day interactions is everyone’s responsibility.
- we will support those wishing to get involved through training, capacity-building, and any other support required.
- 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.
- we will recognise and respect the contributions of residents by providing timely feedback.

3.5 For further information regarding this policy and involvement strategy, residents should contact the Resident Involvement team at getinvolved@slough.gov.uk

3.6 More information about the options for tenants and leaseholders to participate from low-level informal involvement to membership of the board, can be found on our website: [Resident involvement - Slough Borough Council](#)

4.0 Responsibilities

4.1 Slough Borough Council’s Executive Management Team, the Corporate Improvement Scrutiny Committee, the lead Councillor for Housing and the Resident are responsible for setting and supporting a culture of resident involvement and engagement, and for monitoring outcomes related to involvement and engagement.

4.2 All Heads of Service and Managers are responsible for ensuring that involving and engaging residents is a core value of Slough Borough Council’s Housing services, for identifying opportunities to engage and involve customers, and for ensuring their services work in partnership with residents to develop and improve services.

4.3 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.

4.4 The Resident Involvement team is accountable 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.

5.0 Policy

5.1 Meaningful resident involvement is important to us and our residents because of the following benefit:

- improve service delivery that meets the needs of residents.
- improve efficiencies and effectiveness.
- improve customer experience.
- increase customer satisfaction.
- reduce inequalities.
- empower residents to exercise their rights.

5.2 Our Resident Involvement Strategy 2024-27, sets out our priorities for working more closely with residents to put things right quickly and put residents at the heart of key housing services' decision making.

5.3 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 provide a range of opportunities for residents to engage with our business, either on a regular or ad hoc basis, including involvement in (but not limited to):

- Resident Board and influencing service delivery and the management of the organisation at a strategic level.
- Neighbourhood involvement - estate inspections and walkabouts with staff, building safety champions, local resident meetings at independent living schemes engage older residents and, in the community.
- Scrutiny projects to examine one aspect of our service, identify what works well and what we can do better.
- Annual community event - weekend event with an opportunity for residents to meet and engage with teams from the council,
- Virtual involvement - surveys and digital (online) engagement; and
- Contractor selection.

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

- local service delivery, performance monitoring, and regular reviews of our service standards.
- the procurement of new contractual services that have a direct impact on the management of their homes and services they receive.
- decision-making related to building safety risks; and
- the governance and scrutiny of our housing management service, through a clear information flow between our Resident Board,

Councillors, Corporate Scrutiny Committees and the undertaking of regular service reviews, surveys, and consultations.

5.5 We will work alongside and support residents by:

- developing and implementing a range of opportunities for involvement in the delivery of our housing services.
- setting up scrutiny projects with residents to inform improvement plans for services, 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
- providing appropriate support and training for involved residents to build their confidence and effectiveness to have the greatest influence over services.

5.6 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.

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

5.8 We will consider vulnerability and customer needs throughout our involvement and engagement activities and will tailor our approach and communications to meet different types of support needs wherever practicable. This includes making reasonable adjustments to remove or reduce the effect of an individual's disability.

5.9 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.

6.0 Feedback

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

7.0 Monitoring and review

7.1 We will report progress on our resident involvement action plan to our Resident Board during their quarterly performance review meetings.

7.2 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 in our Annual Report for residents.

7.3 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 outcomes.

8.0 Communication

8.1 This policy is available on the intranet for staff and Slough Borough Council's website for residents and other interested parties.

9.0 Confidentiality and access to information

9.1 If any person wishes to inspect the information about them that is held on file, they may contact us and request to do so electronically or by appointment during normal working hours.

10.0 Relevant legislation

- [Social Housing \(Regulations\) Act 2023](#)
- [Equality Act 2010](#)
- [The Building Safety Act 2022](#)

11.0 Links with other policies and documents

- [Resident Involvement Strategy](#)
- [Housing Service Complaints Policy](#)
- [Equality and Diversity Information](#)