

**Inspiring Housing  
Community Land Trust**

**Neighbourhood and Community Engagement  
Policy**



**INSPIRING  
HOUSING**

**6<sup>th</sup> June 2022  
V1**

**Inspiring Housing  
Neighbourhood and Community engagement  
Policy  
Date first adopted: June 2022**

**Review dates:**

<b>Date of review</b>	<b>Amendments/Updates made</b>	<b>Reviewed &amp; accepted</b>	<b>Proposed next review</b>
Sept 24	To meet new consumer standards	Sept 24	Sep 27

**Introduction**

The following neighbourhood and community engagement strategy sets out our principles and approach to ***listening, engaging and acting*** on the voice of those who access our services.

We recognise that not everyone wishes to engage at the highest level through our Board or governance structures but as a community led organisation we need to work to find ways that supports people to have a voice and take positive action to work with us to make a positive difference to the neighbourhoods they live in.

This strategy therefore reflects the different levels of engagement available across all elements of our organisation.

In developing our strategy we have set ourselves three key strategic objectives:

- **Voice and Influence** : How do we ***involve*** residents in decisions that affect their homes and communities?
- **Quality of life and social participation:** How open and responsive are we when ***listening*** to and communicating with residents, even when things have gone wrong?
- **Strengths and gifts:** How do we ***recognise*** the needs of residents, and value the skills they bring in finding solutions?

**Our history**

Inspiring Housing CLT was established in 2019 for the benefit of the community to operate as a Community Land Trust in Greater Manchester providing and managing social homes.

***Community-led housing is where:***




- ***People and communities play a leading and lasting role in addressing their own housing needs.***
- ***Meaningful community engagement and consent occurs throughout the process.***
- ***A local community group or organisation owns, manages or stewards the homes and in a manner of their choosing***

Inspiring Housing CLT is a not for profit community led organisation established as a subsidiary of Inspiring Communities Together [Home - Inspiring Communities Together](#) anchor organisation which provides neighbourhood based programmes of work.

**Community Anchors are defined as organisations that:**

- **Are community run and led**
- **Are rooted in a sense of place**
- **Have multiple functions**
- **Have a mission to improve the whole community not just a part**
- **Are dynamic and evolving**

Whilst both organisations are governed independently of each other there is a recognition that the values and principles of both are aligned and where possible the services they deliver complement each other.

<b>Our Visions</b>	
<b>Inspiring Housing CLT</b>	<b>Inspiring Communities Together</b>
Providing housing to create a place where everyone feels they belong	A place where everyone has the opportunity to achieve their full potential and participate in making a positive difference to their neighbourhood.
<b>Our Missions</b>	
<b>Inspiring Housing CLT</b>	<b>Inspiring Communities Together</b>
Providing and managing housing (including social housing) and providing assistance to help house people and associated facilities, amenities and services	We will achieve positive outcomes for local people based on the knowledge understanding and information that the community have about their area, through empowering individuals and groups to release their potential to develop their own solutions
<b>Values</b>	
<ul style="list-style-type: none"> <li>• We will be accountable to and representative of the local community</li> <li>• We will be innovative and provide value for money in our approach to delivery of everything we do</li> <li>• We will value all volunteers, staff and members of the organisation</li> </ul>	
<b>Difference we want to make</b>	
<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p><b>STRENGTHENING LOCAL VOICES</b></p> </div> <div style="text-align: center;">  <p><b>IMPROVING PEOPLES LIVES</b></p> </div> <div style="text-align: center;">  <p><b>CREATING BETTER PLACES TO LIVE</b></p> </div> </div>	

## Wider strategic links

In preparing this strategy reference has been made to:



- Regulation of social housing tenancy involvement standards - [Tenant Involvement and Empowerment Standard - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/tenant-involvement-and-empowerment-standard)
- TPAS engagement standards - [Tpas - Engagement Standards 2021.pdf](#)
- [Social Housing White Paper 2020 charter-for-social-housing-residents-social-housing-white-paper](#)
- National Housing Federation [National Housing Federation - Together with tenants](#)

## Our approach

We aim to involve our customers and wider communities in all aspects of decision-making and implementation of our work.

When done well, community engagement improves the likelihood that communities lead on issues that affect them, access and use services, improve their well-being and build resilience. We will therefore build on and learn from the unique relationship we have with an anchor based community organisation with a track record of community engagement delivery at the core of all they do to develop our own approach to excellent community engagement.

As set out above our approach will focus on three key objectives:

**Voice and Influence:** Recognising that people have choice about when and how they engage with us so it is important that we offer choice. We need to ensure that we encourage and support residents and other customers to engage with us. Providing opportunities to influence and contribute to strategic decision-making, and in particular to decisions that affect their interests.

## Governance

- The residents of all schemes we develop or manage will automatically become Members of Inspiring Housing enabling everyone to have a vote at our AGM
- At the highest level of engagement we wish to recruit individuals who live in our homes to take on governance roles on our Board
- Establish resident panels to ensure engagement in decision making around policies and ways of working to ensure we are performing as an excellent landlord
- Provide opportunities to take part in focus groups to support sense checking in service delivery from a customer perspective
- Undertake tenant surveys and report against tenant satisfaction measures as required in the Tenant Satisfaction Measures standard.

## Communication

- Being clearly and easily accessible ensuring clear avenues of communication for complaints, consultation or any other reason.
- Ensuring our website is accessible and reflects the communities we work in. Enabling two way communication and a single point of contact for all we deliver,

- Providing regular updates through both E and paper newsletters on how we are meeting our commitment to resident focused delivery
- Ensuring all methods of communication have regard to the communication needs of the diverse groups and communities we serve.
- Carrying out an annual engagement exercise to seek views of all our customers on how well we are delivering in providing quality services. Ensuring the results are shared with the Board and when appropriate an improvement plan is implemented.
- Publishing our annual report of the organisation's activities, performance and plans for future improvements in a user friendly way.

**Quality of life and social participation;** As the starting point for all we deliver, we will ensure that we listen to the views of those we aim to serve including current residents of our homes, our staff and the wider stakeholders we work with. We recognise that listening is an important element of providing excellent service but how we act on what people say and ensuring we feed back when things go well and just as importantly when things have not gone as well as we had hoped.

### **Governance**

- Providing Board with regular reports on what our tenants are telling us including results of tenant surveys – listening and acting when issues are raised
- Ensuring all staff and Board members understand the tenant-led ethos – residents are not just a number
- Providing training and support for staff and Board in community engagement models and practise
- Ensuring the Board are accountable and transparent in all their decision-making

### **Community Engagement**

- Supporting all residents to have the opportunity to engage with Inspiring Housing CLT and have their voices heard through a variety of platforms and forums
- Recognising the role and challenges of a digital world. Working with our partners including Inspiring Communities Together to deliver training and support to increase a digital first approach
- Partnering with Inspiring Communities Together to ensure community engagement and neighbourhood activity is a key element of work to support people to engage in neighbourhoods they live in.
- Ensuring all views are valued and that positive actions can be developed together to improve neighbourhoods.

### **Antisocial behaviour**

- Doing all we can to ensure that tenants live in a safe and secure environment by doing all we can to prevent and minimise anti-social behaviour, working with partner agencies to ensure a co-ordinated approach.
- Making it as simple as possible for tenants to report anti-social behaviour.
- Treating all reports seriously and confidentially
- Responding to complaints of serious nuisance or harassment by the next working day.
- Responding to less serious complaints within 10 working days.
- Providing regular updates to complainants on progress made.
- Investigating all reports fully before taking action.

**Strengths and gifts:** Inspiring Housing CLT will adopt a strong and consistent commitment to resident engagement building on the knowledge and experience of our parent organisation Inspiring Communities Together. Our tenant-led approach recognises the skills

and knowledge our residents have and forms the foundations of Inspiring Housing and is a thread that runs throughout the organisation.

### **Governance**

- Recognising and providing support both financial and staff resource to address neighbourhood priorities
- Providing or resourcing through partners support to tenants to build their capacity to be more effectively involved
- Valuing the role of all relevant partners to help promote social, environmental and economic wellbeing in our neighbourhood.
- Respecting all tenants and residents in all our interactions. Relationships between tenants, residents and Inspiring Housing will be based on openness, honesty and transparency

### **Tenants and residents**

- Recognising that everyone has a value, a role to play and strengths to be recognised
- Discovering each other's value by working together
- Harnessing different expertise and experience of residents ensuring different voices are heard to represent the diverse population of residents. Promoting inclusion for all – not just the few
- Actively identifying and growing the potential of our community – celebrating our joint successes

### **Continuous Improvement**

Inspiring Housing CLT strives to be a learning organisation and will further develop quality improvement procedures, Inspiring Housing would appreciate feedback from those we work with of their experience of Inspiring Housing and may use this to improve the way we work in the future.

### **Service standards and performance measures**

The expected outcomes which will demonstrate the achievement of our aims are:

- Everyone is given the opportunity to be involved and support is given if needed. The different expertise and experience of residents is valued We must promote inclusion for all – not just the few.
- Recognising that creating good quality neighbourhoods requires working collaboratively to realise the potential of our communities
- Investing in a programme of learning for staff and Board to understand the tenant-led ethos, and proactively promote to partners.
- Promoting the work we are doing or planning with our partners - ensure that investment activity and partnership results in positive change for residents and their communities – if it does not, stop it – if it does shout about it.
- Delivering community events and supporting activities that make a lasting positive impact within our communities.
- Delivering tenant satisfaction surveys and reporting against tenant satisfaction measures

### **Equality and diversity**

We will apply this policy consistently and fairly and will not discriminate against anyone based on any protected characteristics, including those set out in the Equality Act 2010.

## **Complaints**

Any resident or other stakeholder who is dissatisfied with how we have managed their properties is able to submit a complaint using our Complaints process.

Once our Complaints policy is complete and if they remain dissatisfied, then they can contact the Housing Ombudsman.