

Resident Participation Framework

Presentation to Environment and Community Engagement

Scrutiny Commission

February 20th, 2023

Update on implementation – key issues

- **Pandemic impacts** – lockdowns, social distancing, fear
- **Organisational changes** (x2)
- **Leadership** of Business Unit (3 managers in 2 years, different approaches and operational priorities)
- **Legacy** of 30-year RP structure - To change? Or not to change?
- **Institutional ‘amnesia’** a consequence of above
- **Social Housing Regulation Bill** – Impacts on RP policies and practices, and Council Plan
- **HQN** mock inspection report...?

Impacts of Regulation on RP policy & practice

- Tenant Involvement and Empowerment Standard
- 1 of 4 Consumer Standards for tenants:
 - Centrality of complaints to RP (inc. co-designed complaints policy)
 - Resident-led scrutiny
 - ‘Meaningful’ engagement – capturing, and reporting, on impacts
 - Diversity of engagement options – one size doesn’t fit all (e.g. TRAs)

Impacts of Regulation on RP policy & practice

- Co-created menu of engagement options
- Resident involvement in landlord communications to residents
- Recognition and reimbursement for time taken by residents
- Creative and inclusive resident engagement practices – ‘capturing the informal’

RP - What does 'good' look like?

- **Resident voice(s) at the heart of policy and practice....**
- Key principles clarified – 'voice', 'listening', 'hearing', 'dialogue', 'narrative' etc.
- Capturing the informal – immersive, reactive but responsive resident participation practices
- In-depth, qualitative research and analysis (interviews, case studies etc.)
- Surface and deep analysis of resident voice – explicit and implicit messages (c.f. estate cleaning focus group), emerging themes
- Creative, educational.... and fun! (Podcasts, storytelling, peer-learning, photography projects etc.)
- Developed in partnership with residents

RP - What does 'good' look like?

- RP practices tailored to meet needs of residents with protected characteristics, in dialogue with those residents (e.g. black and minority ethnic housing forum; TRA diversity exercise)
- Menu of involvement options – one-off (e.g. survey form, task and finish group) versus ongoing/intensive (e.g. Citizens Jury, Resident Scrutiny Panel)
- Learning for active citizenship: reflection on experience; turning experience into learning; sharing learning with peers; developing voice and critical consciousness as tenants ('critical pedagogy'); challenging stigmatising narratives
- Residents at the centre of resident participation, council as enabler
- **Quality, not quantity**

Conclusions

- A lot of work to do!
- Work to be undertaken in partnership with residents, **but...**
- Needs top-down leadership (corporate leadership)
- Some (relatively) quick wins...
 - Member induction into RP – deepening knowledge and understanding, developing a corporate vision for RP
 - Community Leadership course for resident activists...?

THANK YOU FOR LISTENING. ANY QUESTIONS?