

Resident Involvement and Scrutiny Policy

1. Our policy is...

- 1.1. We believe housing and the local environment are key elements in the quality of the lives of our customers and play an essential part in delivering high quality service that meets their needs and aspirations.
- 1.2. We believe it is essential that customers can actively participate in the monitoring and development of our services. They are best placed to know what standard and level of services we should provide.
- 1.3. We believe that involving customers in monitoring service delivery increases customer satisfaction and helps customers to develop their understanding of our services to act as a critical friend.
- 1.4. We're committed to effective and meaningful customer involvement. We view this as an integral part of delivering high quality services that meet our customers' expectations. We'll ensure residents can influence decisions that affect their homes and neighbourhoods.
- 1.5. We'll encourage customers to be involved to cocreate, shape and influence the decisions we make about our services. We'll maintain a menu of opportunities to enable customers to decide how they will be involved, what they want to be involved in and their level of participation. This will include but is not limited to:
 - being involved in the review of relevant documents, plans, policies and procedures;
 - being appointed as a member of our Board or one of our Committees;
 - becoming a member of the Vico Homes' Scrutiny Team;
 - becoming a member of one of our Neighbourhood Panels;
 - becoming a member of our Customer Panel;
 - becoming a member of our Resident Involvement Monitoring Group;
 - starting, or being a member of a tenants and residents association or recognised community group;
 - sharing their views with us on an individual basis, for example, participating in surveys or focus groups;
 - being involved in and consulted on improvement works, for example, building safety works or environmental improvements;
 - attending events, meetings or drop-in sessions; or
 - attending a Leaseholders Forum.

- 1.6. To ensure local people on Neighbourhood Panels review local priorities to ensure that resident involvement and participation is at the centre of service development.
- 1.7. We'll encourage and empower customers to be involved in:
 - establishing service objectives and priorities;
 - monitoring service delivery and standards, in line with Our Promise to Customers;
 - developing and improving services and partnership arrangements;
 - developing and reviewing strategies; and
 - helping shape contracts with external organisations and partners.
- 1.8. We'll work in partnership with customers to identify, understand and overcome barriers to involvement. Their views will be regularly measured against the resident profile to identify residents with protected characteristics who may not be involved.
- 1.9. We'll offer choice and opportunity, working with our partners and stakeholders to maximise involvement, consultation and participation, to:
 - achieve the service provision which customers want;
 - increase satisfaction levels with our service; and
 - maintain and improve levels of involvement and representation of all demographic characteristics.
- 1.10. We recognise tenant management organisations can also provide effective housing management that delivers wider community benefits.

2. We'll...

- 2.1 Ensure each of our management areas has a Neighbourhood Panel that review key performance standards for their area and monitor progress against the Neighbourhood Charter for their area which contribute to meeting wider objectives. Also taking part in the review of service delivery policies, acting as a critical friend.
- 2.2 Stay committed to working with our customers and have Neighbourhood Charters in place to ensure the key issues affecting each neighbourhood are addressed.
- 2.3 Support resident self-regulation, with mechanisms in place to provide scrutiny of our performance and services. Residents will be commissioned as inspectors to carry out regular assessments of our services which will be used to monitor our performance against Our Promise to Customers standards, our local offer to residents.
- 2.4 Support local tenants and residents' groups and other community groups that we recognise through the Vico Homes Resident Involvement Fund.
- 2.5 Make resources available for tenants and residents' and qualifying community groups, supporting their set up and development.
- 2.6 Support tenants and residents' groups to identify local needs and customer aspirations and support them to achieve their aims and objectives.

- 2.7 Work with customers to increase participation and influence in areas that are currently underrepresented.
- 2.8 Support some other groups that are not tenants and residents' groups but have objectives which align to our own or which benefit or include residents.
- 2.9 Inform and if possible, include customers about activities that affect their homes and local area. We will share the findings or results of any consultation carried out.
- 2.10 Use different methods to consult customers to give them a range of opportunities to have influence. These will include, but are not limited to:
- carrying out customer satisfaction surveys;
 - providing opportunities for customers to take part digitally;
 - use of social media platforms; and
 - holding events at convenient times and locations for customers to meet with us in person.
- 2.11 Provide appropriate training to enable customers to be confident and effective as part of formal resident involvement activity or as members of local groups.
- 2.12 Provide any information in a clear, easy to understand and accessible way and will make sure the content meets customer's needs.
- 2.13 Adhere to the following standards for meetings:
- help tenants and residents' groups to find appropriate locations and venues for meetings, arranging for employees to attend, when possible;
 - hold meetings and events at times and venues convenient to residents, considering cultural and religious festivals;
 - ensure, wherever possible, that meeting places are suitable, accessible and comply with the Equality Act 2010;
 - ensure meetings with customers are publicised effectively;
 - ensure that relevant information is made available to customers before meetings;
 - ensure there is effective communication in all meetings;

 - pay reasonable expenses, for example, transport costs and childcare expenses, for attending formal consultation meetings where appropriate;
 - ensure that we make effective use of digital options to maximise participation in activities we arrange; and
 - ensure there is feedback from meetings and activities which involve customers.
- 2.14 Employ a Resident Involvement Team to ensure effective customer engagement across the Vico Homes operating area.
- 2.15 Publish information about groups that support the participation of people living in their communities.

- 2.16 Support groups to publicise their events and activities, to increase their online presence and make full use of digital opportunities. This may include translating literature into other languages if required.
- 2.17 Offer equal opportunity to accessing information.

3. Our assurance...

3.1 We'll ensure this policy is effective through:

- Neighbourhood Panel meetings;
- Resident Involvement Monitoring Group;
- Vico Scrutiny Team;
- Customer Insight report to Customer Committee;
- the annual Communities Together satisfaction survey.

3.2 We'll use information from satisfaction surveys to drive service improvement.

3.3 We'll review our performance and service delivery in comparison with other organisations to achieve the highest standards of service delivery.

Legislation and regulations

3.4 We'll ensure this policy complies with all relevant legislation and regulation.

- Housing Act 1985.
- Local Government Act 1989.
- Leasehold Reform, Housing and Urban Development Act 1993.
- Commonhold and Leasehold Reform Act 2002.
- Housing and Regeneration Act 2008.
- Equality Act 2010.
- Regulator of Social Housing (RSH), Regulatory Framework for Social Housing.
- Social Housing (Regulation) Act 2023

Review

3.5 We'll review this policy at least every two years or when changes in legislation, regulations or best practice prompt an early review.

Version Control			
Version number	Reason	Approved by	Approved date
2022.1	Full review	Operational Committee	19 May 2022
2026.1	Full review	Director of Neighbourhoods and Communities	3 February 2026
2026.2	Correction to version 2026.1 to update to correct approved by job title	N/A	16 March 2026