



**Resident
Involvement and
Scrutiny Policy:
Customer
consultation**

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Background

The Resident Involvement Manager requested this review to invite customer feedback to assess the content of the Resident Involvement and Scrutiny Policy.

The consultation was done by forwarding the email (Appendix 1) and a copy of the policy for review to:

- 114 Customer Panel members
- 24 Neighbourhood Panel members
- five members of the Resident Involvement Monitoring Group
- all resident groups constituted under the Resident Involvement Fund

The review period was 12 March to 26 March 2025.

Objectives

The aims of the customer consultation were:

- to get the views of customers about the content of the policy
- to consider whether the policy's purpose was clear
- to see if the wording was easy to understand
- to check if anything was missing.

Feedback received

We received 26 individual or group responses giving feedback for the review which are outline below.

Customer comments	Feedback
Many thanks for sighting of this. I have no comments to make.	
Seems pretty clear to me.	
In response to the Resident Involvement and Scrutiny Policy document, I have "No comments" to make but thank you for the opportunity.	
I have read the policy and I'm happy for this to continue. No comments.	
No comments.	



Customer comments	Feedback
<p>I have read and understood the information in the policy.</p> <p>Having been an employee of Social Services within WMDC including the Mental Health Team and L.D., lately Older People Care, 1.9 – 1.1 are written with great care and understanding of the demographics within residents of WDH.</p>	
<p>No comments.</p>	
<p>Thank you for the opportunity of reviewing your latest policy.</p> <p>I thought that overall the policy is quite clear and easy to follow.</p>	
<p>No comments.</p>	
<p>No comments.</p>	
<p>Thank you for sending the Resident Involvement and Scrutiny Policy. I have reviewed the Policy and raised the following points for you consideration.</p> <p>In terms of the clarity of the content, I have raised the following points:</p> <p>(i) Under Performance measures; targets and triggers, the last bullet point refers to monitoring by the Engagement Manager.</p> <p>It would be helpful to specify the frequency of this monitoring.</p> <p>(ii) Under the Statement of intent’s last paragraph (1.11), I’m not sure of the value of the content of this paragraph i.e. is it an actual statement of intent? Is it covered by the content of 1.10?</p> <p>(iii) Under Outline of service, paragraph 2.4. refers to “WDH”. From 1.4.25, WDH will be named Vico Homes. Given that any revisions to the Policy would most likely take effect after this date, should all references to WDH be changed to Vico Homes?</p>	<p>This measure no longer appears in the structure of Vico policy documents. The performance over the previous three months is monitored quarterly with the support of customers who make up the Resident Involvement Monitoring group. It’s also reported to our Customer Committee.</p> <p>Statement of Intent removed.</p> <p>The content of the policy has been update to our format template.</p>



Customer comments	Feedback
<p>(iv) At paragraph 2.9, reference is made to the sharing of findings and results of any consultations. Who will the findings and results be shared with?</p> <p>(v) At paragraph 2.13, reference is made to the Equality Act 2018. As far as I'm aware, Equality Act provisions came into force in 2010. This is also referred to at paragraph 3.1 and 9.1.</p> <p>I hope my comments help.</p>	<p>Consultation results are reported directly to the customers who have been involved and are published online to make them available for all parties.</p> <p>This has been updated to reference the 2010 Equality Act.</p>
<p>No Comment.</p>	
<p>I don't feel as if I have been involved enough in the panel long enough to comment on the document.</p> <p>Having read it for the first time, it does seem pretty straight forward but I think it is perhaps best for others with more experience to comment how effective it is.</p> <p>I hope you understand where I am coming from.</p>	
<p>Thank you for sending me this information. My only comments are:</p> <p>I have lived in a WDH property for almost 4 years and cannot fault the staff I have dealt with. They are always well informed, friendly and helpful.</p> <p>Communication from WDH is always clear and informative. On the occasions when I have needed a repair, WDH have responded quickly and completed the work in a reasonable time frame.</p> <p>My only complaint would be on two separate occasions I have had an issue which affects both my physical and mental health. These were both initially partly dealt with quickly.</p> <p>On neither occasion did anyone talk to me about a resolution or ask if the situation had been resolved. There was talk of further action but that's all it was.</p>	



Customer comments	Feedback
<p>Overall, WDH appears to be a fair and open Housing Association that takes its responsibilities seriously and in the main communicates well with residents.</p> <p>They do suffer from something which many large organisations have adopted. It is better to do nothing than make a wrong decision and risk being sued.</p> <p>I can see no obvious faults.</p>	
<p>No comments.</p>	
<p>No comments.</p>	
<p>No comments.</p>	
<p>The policy is easy to read and understand.</p> <p>The wording and font is clear.</p> <p>I understood everything it was implying.</p>	
<p>I read the document and found it easy enough to understand.</p> <p>I am keen to be as involved as possible so I found it an interesting read and look forward to seeing how I can help.</p>	
<p>I have read the document you sent and understand from first-hand experience that it's not what WDH say it's what actions they take to resolve issues.</p> <p>I understand getting the community spirit back is a losing battle but what about taking positive action and being seen in the community.</p> <p>The only time WDH are seen in the community is when a property needs repairing or when something has gone wrong.</p> <p>It needs to be approached like policing. They need to be active in the community so any questions or queries can be answered. This would save waiting times on OneCall. You would only see a small improvement as OneCall are fast at answering calls.</p>	<p>In the door knocking activity we did in 2022 and 2023, we visited all tenants and were able to develop our Neighbourhood Charters based on their priorities.</p> <p>The Charters were updated in 2025 based on new priorities which were agreed based on consultation with Neighbourhood Panels.</p> <p>Community spirit has been raised as a priority. We've created an annual activity plan which will help ensure we can have a meaningful presence in as many neighbourhoods as possible.</p> <p>Direct engagement takes place regularly to help ensure that we talk to as many customers as possible.</p>



Customer comments	Feedback
<p>I can also see that you like to keep a high number of satisfied customers. The unsatisfied ones are the ones that need to be focused on. It's impossible to satisfy everyone's expectations as some are far too high.</p> <p>Instead of implementing things for the community to join, ask the community how they want to support the community to make it a better and safer place. In the past couple of years, windows have been put through on multiple properties and the new people moving into the community have a goal to make it as unlivable as possible.</p> <p>If you think I have misunderstood something or have any questions / queries feel free to contact me.</p>	
<p>Looks good to me. I look forward to seeing this happen.</p>	
<p>"Looks good. No further comments"</p>	
<p>"Looking at the document, it looks fine to me and is inclusive to allow access and involvement by all residents."</p>	
<p>"Everything looked ok"</p>	
<p>"I've taken a look and the policy looks fine to me"</p>	
<p>"I've read the policy document. I particularly like 1.2 and 1.3.</p> <p>The piece on 50% on quality events maybe could have more detail.</p> <p>Other than that I think everything else looks good."</p>	<p>Quality events are those where customers can directly influence policy and decision-making.</p> <p>We now refer to them as "influential".</p> <p>We have also increased the target from 50% to 65%.</p>

Next steps

Once the consultation period had ended, feedback from participants in the consultation was shared verbatim with the Resident Involvement Manager.

For the purposes of transparency and to demonstrate tenant influence of service delivery, the next steps are to document feedback to participants that following the review an update on changes made are outlined within the report for information.



Appendix 1: Resident Involvement and Scrutiny Policy Review

Dear Panel Member,

We are in the process of reviewing our Resident Involvement and Scrutiny Policy and I am inviting you to take part. I have attached a copy of the Policy document for your use. This was last reviewed in 2022.

The Policy is intended as an outline for our activities to support customer involvement and influence, and the work of the Resident Involvement team providing support for local groups, and customer panels.

You may wish to consider...

Is the purpose of the Policy clear?

Is the wording easy to understand?

Is anything missing?

Please send any feedback by responding to this email by close of business on Wednesday 26 March 2025

I would be grateful if you could respond, "No comments." If this is the case.

Thank you

