

# Strengthening the resident voice

## Cocreating an accountability and involvement approach with L&Q residents

November 2021

L&Q



Following our first ever virtual resident conference in March 2021, the Resident Services Board (RSB) reached out to a wider network of residents to explore what we have and what we need to hear from our diverse resident base.

More than 60 residents directly inputted to the 'joining the dots' review of the resident network through a series of online discussion groups, email feedback and workshops from March to May 2021. The review has informed a new resident involvement and accountability framework, communications and capacity building plan which aims to:

- **Connect existing and emerging resident groups to each other, the RSB and the parts of the business that they seek to influence and advise;**
- **Build the resident involvement framework's visibility, diversity and impact throughout 21/22.**

# Resident involvement and accountability framework – at a glance

## Resident Services Board

A formal part of our governance structure, the RSB meet 6 times a year to scrutinise the performance of the Customer Group which is responsible for customer service at L&Q. In order to do this, the RSB draws on information from many sources: from the conversations you have with your Property Manager, to the complaints you log, the surveys you complete, the Resident Association or Neighbourhood Committee you belong to – all this feedback is used to understand how we are doing and where we need to drive continual improvement.

The RSB does not seek to act as ‘the voice’ of our diverse resident base. Instead, they are the body that provides challenge as to how the voice and experience of residents has been taking into account in decisions and proposals for change. As a result, the RSB are requiring us to engage with the wider resident voice and experience, in all that we do. The focus for the next few months is to strengthen the information pathway to and from the RSB and the wider resident base.

## Resident Network

Resident forums and committees meet quarterly with relevant parts of the business to carry out **focused place-, equalities- and tenure-based scrutiny and oversight** of the delivery of services and support and how residents are experiencing this.

Feedback from the forums, resident survey data, and the L&Q and You! online community are all shared with the Resident Services Board to support their scrutiny and provide them with key assurances on how effectively services are being delivered according to where you live (place), what your tenure is and who you are (equalities).

Feedback is also shared between forums and with the L&Q and You! community to facilitate partnership working and information sharing among different resident groups.

The different forums update on their activities, and how other residents can join them, at the annual residents conference.

## Wider Resident base

Following a Resident Services Board meeting, **key performance information**, related to the Customer Promise, is shared with the wider resident base on the L&Q website, giving you clear information on how we are performing and the steps we are taking to improve our performance to your satisfaction.

Key outcomes from the Resident Services Board, resident forums and the customer panel are systematically communicated to the wider resident base in [Homelife magazine](#), along with features and case studies on the impact resident involvement is having.

The annual **resident conference** brings together different parts of the resident network, and resident who are not yet part of the network, with the most senior members of the business to report on progress made throughout the year. Make sure you receive an invite by signing up at the resident involvement webform [here](#)

**Establishing this framework in 21/22 in partnership with L&Q residents marks the start of what we see to be a multi-year journey to embed resident involvement and accountability in the way that we all work at L&Q to achieve better resident-focused outcomes and improved ways of working.**

# Guiding principles

The resident involvement framework is being developed and iterated according to a set of principles that were agreed through the resident led review:

## Empowering, resident led models of involvement

- supporting residents to self-organise into sustainable forums to put things on our radar

## Peer networks and buddying

- supporting residents to connect, share experiences amongst themselves and build a membership 'pipeline' for different parts of the network

## Clearer business interfaces

- ensuring that resident groups have access to the relevant parts of the business that they seek to influence and advise, with all forums feeding into the Resident Services Board and back out to wider resident base

## Partnership working

- setting out how we will commit to work together respectfully and consistently, informing role profiles and volunteer/partnership agreements

## Resident groups' accountability

- to the wider resident base that they represent

## Equity and fairness

- ensuring that we are not amplifying the experience of one resident community over others and that residents are working together for the benefit of all residents

## Inclusive rather than exclusive

- approaches to resident involvement that ensure everyone has the opportunity to have their voice heard base

## Reward and recognition

- ensuring that L&Q is valuing residents' time and contribution and that we are adhering to best practice in volunteer management and investing in volunteers

# Resident involvement pilots

In tandem with the development of the resident involvement framework and cycles, we are rolling out a series of pilots across the business to provide more ad hoc opportunities for residents to get involved and to mainstream resident involvement and accountability across all that we do at L&Q. The pilots are being developed through iterative, reflective practice, supporting business areas to find their own place in this agenda, to try things out and share good practice on how involving residents and drawing on their feedback has led to better resident-focused outcomes and improved ways of working.

Pilots are being developed in a number of business areas including:

- Staff training
- Policy Assurance
- Recruitment
- Procurement
- Communications