



Community
Housing

Resident engagement strategy

2021-2024

Your
engagement
opportunities
for the next
three years



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Introduction

SW9 Community Housing is a resident-led, locally-focussed, housing management organisation that operates exclusively for the benefit of Stockwell Park and surrounding street properties. Reflecting the area's unique history of community leadership, we have a commitment to engaging with our residents to ensure that we are delivering the services that are important to them, at the same time as developing individuals in order to strengthen the local community.

Only by working together can we shape and deliver services that truly meet the needs of current and future residents, improving lives and the community we serve.

This strategy is intended to act as a guide, outlining the range of resident engagement opportunities that currently exist and those we aspire to provide over the next three years.



Mission, values and corporate objectives



The mission, vision and corporate objectives of SW9 provide the key framework for our community engagement activities. They are the starting point of the 'golden thread' that links our strategic objectives directly to the actions of each team and individual employee. It is essential that all engagement work links into the mission, vision and corporate objectives of SW9 Community Housing.

Our mission

The SW9 Community Housing mission is to: "work in partnership with local people to provide effective and sustainable housing services, enabling our community to flourish."



Our values

Our values reflect our commitment to providing excellent services and community cohesion through the empowerment of our residents:

Independence

SW9 aims to operate as an independent socially responsible business that builds on the accomplishments of both Community Trust Housing (our former name) and Network Homes.

Local

SW9 wishes to retain its close local links and support local people and businesses.

Quality

SW9 wishes to provide good quality housing and services which will not only benefit residents but also enhance their quality of life. We will also demonstrate, deliver and promote recognised good practice within the resident-led housing sector.

Working in partnership

SW9 is keen to work in partnership with the local authority, other housing providers and organisations whenever this will benefit the provision of local housing and services.

Value for money

SW9 aims to ensure it delivers competitive, high quality services that represent value for money for our residents.

Financially sound

SW9 will be prudent in its financial management. This will ensure a strong and viable future with the ability to continue to maintain existing homes and offer a full range of services to a high standard.

Integrity

The Board and staff will operate in an environment which supports the highest levels of integrity: where openness is encouraged across all our activities and with our stakeholders and partners. Our governance will be regularly reviewed to ensure appropriate controls and accountability across all areas of our business.

Our corporate objectives

- Provide high quality housing services to our customers.
- Manage the housing stock and associated assets effectively, and to high standards for the comfort, safety and benefit of our residents and for the well-being of the community as a whole.
- Demonstrate high standards of governance and business effectiveness through scrutiny and due diligence by the board of management.
- Make SW9 a great place to work by valuing our staff through recognition, training, development, coaching and leadership.
- Contribute to sustainable tenancies through the support and advice we provide to tenants, in particular with regard to changes in benefit provision.
- Contribute to the development of our community with the support of our parent organisation, Network Homes, and where possible provide opportunities for residents to help meet their non-housing needs and to participate in the decision making process.

Sustainable communities



By engaging with our residents and the wider local community, SW9 is creating a network of opportunities for individuals, their families and beyond.

By working together we are finding new ways to jointly resolve issues, allowing decision-making to be inclusive and fair in order to build a prosperous future for all.

Structure

Resident engagement plays a key role in the work of SW9 Community Housing, cutting through the organisation like words through a stick of rock. Our resident-led Board is responsible the organisation's strategic direction while each team is responsible for its own service-level engagement.

Our Community Engagement and Communications Manager is responsible for oversight, supports engaged residents and operates the RISE Programme, which actively promotes the personal development of residents. All opportunities are advertised to residents so they understand how they fit into the structure and can help to bring about change within the organisation and wider community.



Resident engagement opportunities



Resident engagement opportunities that currently exist at SW9 (or are currently being developed) include:

- Board membership.
- SW9 Improvement Panel.
- Leaseholder Forum.
- Block Inspections and Estate Walkabouts.
- Community Champions Programme.
- Resident Communications Panel.
- Supported Housing Residents' Meetings.
- Consultation.
- Residents' Associations.
- Meet & Greets.
- Apprenticeship / Graduate employment opportunities.

The RISE Programme:

- o Digital Inclusion.
- o Eat Well Scheme.
- o Educational and Employment Grant Funding.
- o Volunteering opportunities.
- o Employment Programmes.
- o Financial Inclusion Programmes.
- o Professional training and workshops.
- o The SW9 Hampers Project.
- o Homework club.
- o Coffee mornings.
- o Half term activities.

All resident engagement opportunities are placed into a Menu of Engagement and actively promoted to residents. A link to this can be found in the appendices.

In addition, all SW9 Community Housing staff are expected to support this strategy by actively promoting resident engagement in the delivery of their services.



Support



All SW9 Community Housing residents have the right to participate in the activities included in this strategy. In order that SW9 Community Housing may benefit from resident engagement, we will support residents to participate by providing:

- A range of opportunities, choice and flexibility.
- Active advertising of resident engagement opportunities.
- Help towards the costs of childcare/other support.
- Information in suitable formats if required (e.g. large print, audio, Braille and other languages).
- Extra training to deliver the skill sets needed to actively participate.
- Thank you gift vouchers and other incentives.
- Active signposting where necessary.
- Dedicated staff members to support the engagement process.

As part of the regeneration programme, SW9 also has two brand new community spaces, dedicated to the delivery of this strategy:

- SW9 Resource Centre, 13 Benedict Road, SW9 0FS
- SW9 Learning Centre, 153 Stockwell Road, SW9 9FX

Benefits



Engaging with SW9 allows our residents to:

- Shape services.
- Effect change.
- Monitor performance.
- Be involved in the management of their home.
- Enhance the local community.
- Improve skills.

Measuring impact

To monitor the success of this strategy, information is provided on a monthly basis to the SW9 KPI Scorecard. This allows staff, managers and Board Members to review progress and offer suggestions for improvement.

In addition a Resident Engagement Impact Assessment will be created annually.

Value for money

Value for money (VFM) is important to both our residents and to the ongoing viability of SW9 Community Housing. In order to achieve value for money we will:

- Carry out VFM assessments monitoring spend as part of Activity Reviews.
- Seek comparisons with similar organisations in terms of money spent and the quality of service delivered.
- Ensure external funding and support is explored – linking with partners to deliver more for less.

In addition, SW9 has a dedicated budget for Resident Engagement activity, supported by several Communications-based budgets.



Review and responsibility



The Community Engagement and Communications Manager is responsible for this strategy and will provide updates on the progress to Senior Managers and Board as requested. Updates will also be provided in resident facing literature.

This strategy will be reviewed every three years, or in line with any relevant organisational change, and will be conducted in consultation with residents.



Appendices



Menu of Engagement.

You can read the latest version of the SW9 Menu of Engagement by scanning this QR code.





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