

RESIDENT ENGAGEMENT STRATEGY

2025 - 2028



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Resident Engagement Strategy 2025-2028

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 & Strategic Objectives

The mission, vision and strategic 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.”



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Our Values

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

Customer Experience

We aim to provide a quality service to our residents and customers, aiming for high standards of service delivered in a fair and open manner. We will be accountable to, and transparent with, our residents, giving a range of opportunities, to provide feedback on their customer experience and overall perception of the services we provide.

Open, Ethical and Transparent

We are open, ethical, and transparent in our decision making. We consult on relevant matters and strive to communicate effectively with our residents, customers, stakeholders, and business partners. The Board and staff will operate in an environment which supports the highest levels of integrity. Our governance will be regularly reviewed to ensure appropriate controls and accountabilities exist across all areas of our business.



Autonomous

We operate as an autonomous socially responsible charitable business that builds on the accomplishments previously achieved by Lambeth Council, Stockwell Park Trust (EMB), Community Trust Housing and Sovereign Network Group. We are prepared to take ambitious decisions against appropriate risk management to drive improvements and growth. We will always retain our creative, forward-thinking culture ready to embrace change.

Local

We will retain close local links and support local people and businesses, seeking a broader range of services to meet the needs of our growing, more diverse community. We will aim to make a positive impact within the local community and work collaboratively with others to promote the positive attributes of Brixton/Stockwell.

Our Values (cont.)

Financially Prudent

We aim to always deliver our services in an efficient, economic, and effective manner that represents value for money for our residents. We will operate a robust business model that is based on sound business decision-making that recognises both the external and internal environments and can adjust to economic headwinds to ensure any negative impact is minimised on services.

Quality

We try to achieve the highest quality standards possible for our services. We will also demonstrate, deliver, and promote recognised good practice within the resident-led housing sector, continually challenging ourselves to improve and be a trailblazer and exemplary organisation.



Equality and Diversity

We celebrate difference and value and respect the individual needs of our residents and customers by treating them fairly and in a non-judgmental way. We treat everyone with compassion and kindness and have a zero-tolerance approach to discriminatory behaviour. We are inclusive and respectful in the way we work embracing the diversity of our residents, staff, and trustees.

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Our Strategic Objectives

Our Services (Customer Service Excellence)

Since customer satisfaction is the best measure of a service, SW9 aspires to be the best resident-led social housing management organisation we can be, delivering a high standard of service, resourcing our activities well and meeting all statutory and regulatory requirements including the Consumer Standards.

Our Homes (Great Homes & Place)

SW9 will maintain all the homes and related community assets appropriately by basing our strategic and operational plans on the best available data and analysis; we will manage expenditure appropriately to ensure disrepair and legal action taken against us is minimised, thereby reducing unbudgeted compensation and legal expenditure. We will work with Sovereign Network Group to develop costed strategies, understanding the present and future costs of maintaining the assets including capital investment and or disposals, ensuring decisions about timing of capital investments are clear and transparent for our residents.

Our Business (Business Viability & Assurance)

This means being a well-run organisation. Being agile, resilient, and forward-thinking. We will actively pursue business opportunities that align with our values, social purpose and increase our financial strength to greater affect our ability to increase our area of benefit and corporate objectives.

Our People (Employer of Choice)

We want to be a progressive employer that can attract the best, offering competitive salaries and great benefits to aid employee retention.

Our Community (Participation & Scrutiny)

SW9 will work collaboratively with our residents in the design, delivery and improvement of our services and moving from consultation to co-creation.

Our Social Purpose (Partnership Working)

SW9 will work collaboratively with local and national partners. Maintaining our Signpost framework agreements with third parties and stakeholders to maximise our impact an increased reach for the benefit of existing and future residents.

Tenant Satisfaction Measures

Created by the Regulator of Social Housing, the system of Tenant Satisfaction Measures (TSMs) is intended to make landlords' performance more visible to tenants and to help tenants hold their landlords to account.

We've added here the official government model, to outline further how the system works:

As part of our commitment to engagement, SW9 Community Housing needs to listen to our residents' views; one way to do so is by working by the Tenant Satisfaction Measures' system.

For further information on the Tenant Satisfaction Measures, please visit the [government website](#)

How will tenant satisfaction measures work?



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Tenant Satisfaction Measures (cont.)

As part of our commitment and showing transparency to our residents, SW9 Community Housing will continue to inform and engage through the SW9 Website.

We will regularly add Customer Satisfaction Surveys and publish results; showcase results of the monthly Block Inspections which are measured by the Housemark Window Cleaning and Grounds Maintenance Standards; offer information on the Parkguard Patrol Service and other examples of visibility of our services and engagement.

For further reference, please see the Your Estate page on the [SW9 Website](#).



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 for the organisation's strategic direction while each team is responsible for its own service-level engagement.

Our Community Engagement team 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.

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Resident Engagement Opportunities

SW9 offers a variety of engagement opportunities which include:

- Board membership
- SW9 Improvement Panel
- Block Inspections & Estate Walkabouts
- Community Champions Programme
- Consultation
- Residents' Associations
- Repairs & Estate Services Drop-In Surgeries

All resident engagement opportunities are placed into a Menu of Involvement and actively promoted to residents. Click on the image to access.

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

The RISE Programme

- Digital Inclusion
- The Eat Well Scheme
- Educational & Employment Grant Funding
- Volunteering opportunities
- Employment Programmes
- Professional training and workshops
- The SW9 Hampers Project
- Cultural activities
- Health & Wellbeing activities
- The Homework Club
- Half term activities
- Coffee mornings



JESSUP



The Joint Estate and Street Properties Sisters Uniting People - JESSUP - is one of the leading residents groups within the SW9 community. Audrey, Sharon, Helen, Marcia and Judith have all resided on the Stockwell Park Estate for a number of years, and the group's main aim is in forging greater friendships amongst neighbours and friends.

JESSUP continually seeks fun and inclusive events; regular Bingo Nights, Afro-Dance workshops; Table Top sales; seasonal arts and crafts markets, and for the past 15 years, the Easter and Christmas Hampers Deliveries.

"JESSUP is built on the historic foundation of the residents who have grown within SW9 for over 40 years.

"We have a passion for bringing the community together by sharing the same values and goals.

"We believe our community is a beautiful and diverse place to live so connecting with the community is very important to us."

For further information on JESSUP, please email jessupunited1@gmail.com



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 skillsets needed to actively participate
- Thank you gift vouchers and other incentives
- Active signposting where necessary
- Dedicated staff members to support the engagement process

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



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Measuring Impact

To monitor the success of this strategy, information is provided on a monthly basis to the SW9 Community Housing KPI Scorecard.

This allows staff, manager and Board members to review progress and offer suggestions for improvement.



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
- Work in collaboration with our parent company, Sovereign Network Group, in order to manage resources
- Ensure external funding and support is explored by linking with partners to deliver more for less.

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

Review and Responsibility

The Community Engagement team is responsible for this strategy and will provide updates on the progress to Senior Managers and the 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.



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SW9 Community Housing



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