

Newham Housing Services Draft Resident Involvement Strategy



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Foreword

Newham’s Council Housing services are going through a period of change as we continue to Build a Fairer Newham.

Much has changed since the last Housing Resident Involvement Strategy published in 2021. New standards have been set for the involvement of residents in shaping and feeding back on housing services and for building safety.

The Council received a C4 grading from the Regulator of Social Housing in October 2024, indicating serious failings across a number of housing management areas. You can read more about this judgement and Improving Your Homes: Newham’s Housing Services Improvement programme at newham.gov.uk/ImprovingYourHomes



Since the Regulator’s judgment and in response to your feedback we have been learning what went wrong and have set out our commitments to put this right. We know that access to safe, secure and decent homes is the bedrock from which so many life chances flow and we are determined to make the improvements needed to ensure this for our residents.

It’s crucial that as we take the next steps on our improvement journey that residents are involved in shaping the service, in providing valuable feedback on the quality of services you receive and in feeling that your voice matters. It’s also vital that the service treats residents with fairness and respect, that we provide accurate and timely information about the things that matter to you and that we listen to and address complaints appropriately.

We know that residents may want to engage with housing services differently – in your home, in your neighbourhood, in your local area or on housing issues across the borough. You’ve told us this and I’m very grateful to the hundreds of residents who have given us their views to shape this draft strategy, through surveys and workshops over the last few months.

I’m very pleased to present this draft strategy to you and I’m looking forward to receiving your feedback by Wednesday 23 July 2025. You can feed back your views by completing a survey on newham.gov.uk/tenantsandleaseholders. Alternatively, you can attend one of the drop-in sessions we have arranged. Details can be found below:

Library	Day/Date	Time
Canning Town	Wednesday 9th July	5-7pm
Green Street	Thursday 10th July	11am-1pm
Stratford	Thursday 17th July	5-7pm
East Ham	Tuesday 22nd July	11am-1pm

Councillor Blossom Young
Cabinet Lead for Council Housing Improvements

Introduction

This strategy sets out our plans for how you, our residents, can get involved in shaping and steering the housing services that affect your homes and communities. We believe that residents should be involved in all elements of our housing service, from the day-to-day running of services to the development of exciting plans for the future. By working together, we can create better services and a stronger community. Residents often tell us how important housing is to their ability to live happy, healthy lives, and it is therefore at the centre of our plans to build a fairer Newham.

This strategy has been built on the ideas that residents have shared with us through a borough-wide survey and two workshops with residents. We are grateful for the time and effort that residents have given to shape the strategy so far. We are now asking residents for their feedback on the full draft strategy, and we look forward to hearing your thoughts.

Newham is one of the most diverse places in the country and we are proud of the fact that our residents come from all over the world and have different opinions and experiences to offer. We want to make sure that all our tenants and leaseholders feel that they can take part and that their voice is being heard, whatever their age, gender or background.

Strategy Objectives

This strategy will ensure that everyone who lives in our homes feels:

1. **Informed:** you are provided with all the information you need about housing services and related policies, changes affecting you, events and activities.
2. **Involved:** there are opportunities for you to share your views on the housing services
3. **Engaged:** you have the ability to influence decision-making and design service improvements
4. **Empowered:** there are opportunities to participate in the governance of the housing services at Newham

Housing in Newham

This strategy sets out how Council tenants and leaseholders can get involved to influence, shape and improve the service. When we talk about both tenants and leaseholders we say “residents”. When we need to be specific, we will call them either tenants or leaseholders.

Tenants have a secure tenancy agreement with the Council and pay the Council rent each month, whereas Council leaseholders own their home in a block or estate that is owned by the Council. Some tenants living in Council properties have been placed there in temporary accommodation, and are non-secure tenants. Some tenants also live in our sheltered accommodation schemes which are only for tenants aged over 60. All of these groups are invited to take part in the activities and events that are set out in this strategy.

Newham has 16,421 Council tenanted properties and 7,250 Council leasehold properties.



How we developed the strategy with residents

We know residents have lived experience and expertise in what works well and what could work better, in both the services they receive and the condition of their homes and estates. We developed the strategy in partnership with residents and tried to hear from as many residents as possible in developing our proposals.

Survey

We started by inviting residents to complete an initial survey, hosted on the Newham Co-Create website. We know that not all residents are comfortable completing surveys in a digital format, so we also ran drop-in sessions at libraries and by knocking on doors in some estates. Over 100 residents responded to the survey.

This told us that:

- Residents said that the most important principles are transparency, accountability and responsiveness
- We need to work to rebuild trust
- Residents are most keen to get involved in improving their blocks, estates and local neighbourhoods
- Residents want to be kept up-to-date with information on repairs and changes to their blocks, estates and local neighbourhoods



Workshops

The second phase of engagement built on these findings. We invited residents to join a workshop, either online or in-person, and share their ideas for:

- Local activities that could improve homes, neighbourhoods and services
- How we can make sure that local groups can be linked up across the Borough
- How information can flow between local groups and the Council

Residents shared many exciting ideas, including:

- Bringing together a core group of engaged residents who can represent their local area
- The Council coming out to meet residents on their estates to see what needs to be improved and doing repairs then and there
- Making better use of the many community organisations and hubs that already exist in Newham
- Making access to housing advice and contacting the Council easier
- Empowering local people to improve their estates and communal spaces
- Having informal opportunities to speak to housing staff and build community on estates



Tpas

Throughout the process we have received support from Tpas, a national organisation that is the leading expert on tenant engagement. They have advised us in planning our engagement activities and in the drafting of this strategy.

Consultation

This draft strategy brings together all these ideas, and we are now asking residents and stakeholders to provide feedback on the strategy as a whole.



Principles

In the initial survey, we asked residents for their feedback on ten proposed principles, which are ideas that are at the heart of our approach to resident engagement. The initial ten principles were based on feedback from residents in a survey conducted in summer 2024 and good practice from other social landlords.

When we asked residents what they thought of the principles they told us that the most important three are **transparency, accountability and responsiveness**. They also proposed some other ideas and pointed out that ten principles is a lot to focus on.

We have therefore consolidated the most important ideas into five principles that will underpin this strategy:



Our principles in action

Transparency and accountability



We will be open with residents about how we are performing and our future plans. We will make sure residents can hold us to account through clear communication, regular updates, and accessible reporting.

Being open about performance and plans

- We will be transparent about our housing performance and the improvement journey we are on in response to the Regulator of Social Housing's judgement of the service. We will keep sharing information with residents as we go– the good news and the bad.
- We will make our communications as accessible as possible to all different types of people. This means making it easy to understand if you have limited English, as well as not just relying on email or text.
- We will publish details of what changes we are making in response to resident's ideas and feedback.

Holding the Council to account

- We will have a dedicated resident group to scrutinise the Council's performance and hold us to account
- Relevant information about all formal groups and their reports will be published so that residents can see what resident networks and strategic resident groups are doing and everyone can see what has been agreed.

Clear communication and regular updates

- We will keep noticeboards in estates and blocks up-to-date. These will include details of who to contact to raise issues and information about upcoming activities and events.
- We will notify residents when we are planning to change something about their homes or estates, or where policies are changing.
- We will share information about opportunities for people to get involved or collaborate with things going on in their local area.

Listening and responding



We will listen actively and seek residents' opinions whenever possible. By responding quickly to concerns and acting on feedback, we aim to build lasting trust with our communities.

Actively seeking residents' opinions

- We will use surveys to get immediate feedback on our performance on repairs and after engagement events to understand how we can improve.
- Where we are considering a change of policy we will undertake a consultation with residents. Depending on the scale of the changes this might be sent out to residents who have already expressed an interest in policy consultations or all residents.
- We will set up short-term or one-off focus groups with interested residents and Council services to resolve specific issues affecting a defined group of people, as and when this is required.
- We will collect information from residents about their specific interests so that we can ask people's opinions on the issues that we know really matter to them
- Where appropriate, we will use co-design participation methods when we are producing important services or documents, using the Council's Co-Design Standards



A voice for local communities



We will enable resident groups that can not only last, but also develop over time. They will be a voice for strong local communities.

Enabling resident groups

- We will support the development of a network of local resident groups that will advocate for their neighbours. They do not need to be as formal as a Tenants and Residents Association, and we will work with local residents to find a model that works for them.
- These groups will work with the Council to identify the issues that are affecting their local block, estate or neighbourhood, and develop solutions that can have a wider benefit for the housing service.
- Representatives from these local resident groups will come together through the Housing Area Networks to share ideas and feedback, identify common areas of focus and plan activities and events for the future.

Developing groups over time

- Where no group currently exists, we will actively work to set them up, working with engaged local residents.
- We will work with each group to agree the level of Council support required, which might reduce over time.
- We will work with groups to solve problems with their governance arrangements if any arise.

Supporting residents to take charge

- We will encourage groups to take charge of setting their own agendas and chairing their own meetings, if they wish to do so.

Responding quickly and effectively to concerns

- We will introduce estate action days, where repairs and maintenance operatives, alongside other Council services, come out to estates and meet residents to take action to problem solve together, and to resolve issues.
- We will put information-sharing systems in place to make sure that when residents make us aware of an issue it is automatically raised with the relevant team in the Council and can be tracked.
- We will make better use of the information we have about you to adapt our services to better meet the specific needs of residents, for example, people with disabilities or those for whom English is not their first language. This includes setting up a group within the Council to make sure we are storing and using your data well.

Building lasting trust

- We will provide more opportunities to meet Council officers face-to-face through holding regular “surgeries” and coming out to estates to meet residents and find out what the issues are locally.
- We will provide contact details for the relevant Housing Liaison Officer in each block, so that you have a named person to talk to about Housing issues.

Supporting collaboration



We will support strong local communities where residents get involved in making a difference. We will facilitate partnerships with the voluntary, community and faith sector where they have shared aims and common interests.

Building strong communities

- We will investigate how we can make better use of the community spaces on estates and around local areas for activities and events.
- We will set up short-term or one-off focus groups with local residents and Council services to resolve specific issues, as and when this is required.
- We will support residents to run events and activities where neighbours can get to know each other in informal settings.

Building links with the voluntary sector

- Newham already has a wide range of trusted community groups around the Borough who support people to access services, get involved in their community and share important information.
- Instead of trying to recreate the excellent work of these groups, we want to do our best to support them and make sure residents know about them. Where we can, we will facilitate collaboration between resident groups and the voluntary sector.
- We will work with the voluntary, community and faith sector to bring housing staff out to local meetings and events.
- We will engage with existing youth services or groups to seek feedback and ideas from young people.

Being inclusive of all residents



We will ensure we have a good understanding of our residents' needs and that activities and events are accessible to all Newham's diverse residents. We value difference and will ensure everyone is treated with mutual respect

Making activities accessible to all

- We will ensure that events held in-person are in accessible venues, which don't cause problems for people who use wheelchairs, walkers or pushchairs.
- Where possible, we will include options to join meetings digitally for residents who find it more difficult to make meetings in-person.
- We will hold meetings and events during evenings and weekends as well as during working hours.
- We will explore how to include activities for children which can allow parents to get involved more easily.

Treating everyone with respect

- We will have a zero-tolerance approach to verbal and physical abuse in meetings and at events.
- We will ensure that staff are well-trained and feel confident to step in to defuse situations in meetings and to create environments where everyone can be heard.

Building blocks for resident involvement

Local Action

Local resident groups

These will be made up of residents from a neighbourhood or large estate, who will get together to identify and resolve housing and neighbourhood issues. The structure will depend on the needs of the group. This could include formal, resident-led Tenant and Resident Associations and more informal groups that require more Council support. These may take place as often as monthly, or less regularly depending on the group.



The Council's Resident Involvement Team will actively support the establishment of local resident groups where there is no group currently.

Local housing champions

These highly engaged residents will provide advocacy and advice for their neighbours, supporting other residents who are struggling to access services and get issues resolved, and helping the Council to disseminate information to the community. They will be provided with training and enrolled with Newham Volunteers to ensure that they are supported, their work is recognised and expenses are covered. They will be supported by the Resident Involvement Team.



Estate inspections

The local resident group and/or local housing champion will join Council officers in inspections of an estate or local area, making use of residents' expertise in their local areas to better identify and log concerns.



Estate action days

These events will bring together a range of Council services to focus action on an estate or in a local area for a few hours. Residents can raise issues face-to-face and problem solve together with Council services, which will either be logged or may be able to be actioned immediately by operatives. These include inspecting damp and mould, undertaking simple repairs and maintenance issues like blocked drains, or identifying measures to address anti-social behaviour.



Local focus groups

If there is a particularly tricky, one-off local issue to solve, the Council will invite residents to take part in a focus group, sharing their thoughts on the issue and proposing solutions which the Council will take into consideration.



Local communications networks

These might include SMS, WhatsApp or email threads linking local people together and sharing information. These should involve the local resident group and/or local housing champion if one exists.



Other local activities

These include gardening groups, knit-and-natter and groups, organised by residents, the Council or the voluntary, community and faith sector. The local housing champion or resident group may direct interested residents to these activities or groups of residents.



Area-based action

By area, we mean a combination of few ward areas together, roughly a quarter of the Borough.

Surgeries

A range of Council services will be present on an estate or at a community space such as a library around the Borough. These surgeries will be open to all tenants and leaseholders, and is an opportunity to speak to a relevant officer face-to-face, without an appointment, to raise or follow up on issues.



Housing Area Network

These will be closed groups made up of representatives of local resident groups, local housing champions and voluntary, community and faith sector representatives within each of four areas across the borough.



Members of each Housing Area Network will take part in quarterly meetings, as well as communicating between meetings via a communications network, which may include WhatsApp, email, SMS or another method. The meetings and communications between meetings will allow the engaged residents that make up the group to share information and resources, and identify and resolve more strategic issues or issues affecting more than one estate or neighbourhood.

Network members will be responsible for deciding on the programme for action days and surgeries, for agreeing the communications methods they will use and for reviewing and agreeing performance reporting methods. A member of the Resident Involvement Team will support each Housing Area Network.

Borough-wide action

Annual resident involvement celebration

This annual event in the summer (mid-way through the financial year) will bring together representatives from resident groups, the voluntary, community and faith sector, Mayor and Lead Member, and senior leadership from the Housing Service.



It will be an opportunity for each Housing Area Network to share their performance for the first half of the year, lessons learned and consider plans for the coming year; both reflecting back and looking forward. The Resident Involvement Team will be responsible for facilitating and capturing the content of the event.

Surveys and consultation

When there are important decisions to be made, or we need to know how residents feel about a particular issue, we will survey residents or get feedback on a document or proposal. We will publicise consultations both online and offline to make sure that people are aware of the opportunity to take part, and ask Housing Area Networks, Local Resident Groups and Local Housing Champions to raise awareness through their networks.



Housing Newsletter

We will continue to share information, updates and opportunities to get involved through our e-newsletter. We will also include housing news in other Council communications where appropriate.



Strategic groups

Housing Performance Accountability Group



This group will set its own agenda and scrutinise the Council's ongoing Housing performance and activities. It will be formed by combining two existing groups: Repairs Performance Review and Improvement Panel and Neighbourhood Performance Review and Improvement Panel. Additional members may be recruited from time to time.. Only members of this group are able to attend its meetings that will take place monthly.

Building Safety Resident Group



This group will examine the Council's performance on building safety and drive improvements. Only members are able to attend meetings that take place quarterly.

Strategic focus groups



If there is a particularly tricky, one-off issue to solve, the Council will invite residents to take part in a focus group, sharing their thoughts on the issue and proposing solutions that the Council will take into consideration.

Resident Challenge Board



This group has been established to focus on the Housing Services Improvement Plan which the Council is delivering following the C4 grading issued by the Regulator of Social Housing in October 2024. Its role is to scrutinise and provide feedback on the Council's performance against this improvement plan and to hold the Council to account in delivery of the plan. There will be some crossover between this group and the Housing Performance Accountability Group so we will work with both groups to ensure they are working effectively.



Scenario 1:

A tenant has a problem with a broken shower. They do not know how to resolve the issue so they ask their Local Housing Champion for advice, and they are able to advise them whose responsibility it is, and show them how to report their repair using the Council's website.



A few weeks later the tenant is still having problems with their broken shower. The tenant informs the Local Housing Champion and shares the job number. The Local Housing Champion contacts the Resident Involvement Coordinator in the Council who provides support to resolve the issue.

Scenario 2:

A group of neighbours has identified that there is an issue with antisocial behaviour in a particular spot in their estate. They inform the Local Housing Champion who helps them to report it using the online function, and advises them to keep a record of the type of antisocial behaviour, the dates and times that it is taking place as well as the impact.



The Local Housing Champion escalates the issue to the Resident Involvement Co-ordinator in the Council to follow up the issue with the relevant team.

The Local Housing Champion also takes the information that the neighbours have recorded to the Housing Area Network. The members discuss opportunities for long-term solutions, such as changes to lighting, planting or security that might deter antisocial behaviour, supported by the Resident Involvement Coordinator and informed by what Housing Area Network members have found has worked in other estates in the area.

How our building blocks meet our objectives

This strategy should give you, our residents, confidence that you are:



1. **Informed:** you are provided with all the information you need about housing services and related policies, changes affecting you, events and activities
2. **Involved:** there are opportunities for you to share your views on housing services
3. **Engaged:** you have the ability to influence decision-making and design service improvements
4. **Empowered:** there are opportunities to participate in the governance of the housing services at Newham



The most intensive types of resident involvement are engagement and empowerment. We know that this may not be appropriate for everyone. It is also important to ensure that we build relationships and trust with residents by getting the informing and involvement right.


We want to make sure that there are a range of options available for people who want to take part at all levels. This strategy is for all tenants and leaseholders, not just those who are already closely involved. The table below sets out which type of resident involvement is associated with each of the building blocks we have identified on pages 14 and 15 above.

	Inform	Involve	Engage	Empower
Local resident groups	×	×		
Local housing champions	×		×	
Estate inspections		×		
Estate action days		×		
Local focus groups			×	
Local communications networks	×	×		
Other local activities		×		
Surgeries		×		
Housing Area Network			×	×
Housing surgeries	×	×		
Annual resident involvement celebration	×	×	×	×
Surveys and consultations		×		
Housing Newsletter	×			
Housing Performance Accountability Group			×	×
Building Safety Resident Group			×	
Strategic focus groups			×	

How this strategy responds to your ideas

Principle	You said	We will
Transparency and accountability 	We want to know how well the Council is doing at improving	Keep publishing our annual Tenant Satisfaction Measures and publicise them so that tenants know how we are performing compared with other social housing providers. Publish our progress against the Housing Services Improvement Plan on our website on a quarterly basis.
	Residents need to be able to hold the Council to account.	Ensure that we support a dedicated group of residents, currently the Resident Challenge Board, to scrutinise the Council's improvement plan and ongoing performance.
	We want to know what is going on in working groups	Use Newham Co-Create to publish the minutes of working groups and scrutiny panels.
	It needs to be easier to meet Council officers face-to-face and discuss issues.	Hold regular housing surgeries around the borough, using community spaces on estates where possible. We will ensure that representatives from a range of Council services are present, and that residents don't have to make an appointment.
	We don't know who to contact with issues	Provide all households with a letter notifying them of the name and contact details of their Housing Liaison Officer (HLO). We will also keep noticeboards up-to-date. We will publish key contact numbers and emails for other Housing services on our website.
Listening and responding 	Meetings are time-consuming but it's not clear there's a lot of impact	Review all existing groups to understand whether they are providing opportunities for meaningful involvement. Not all issues will need a formal group that meets regularly. Where attendees would be better served by a surgery-type session for individual issues, or a one-off focus group, this may be proposed instead.
	Collect opinions on housing policy	We will use the formal resident groups to review and provide feedback on policies and strategies
	When the Council visits our estates we can show them what needs to be done.	Organise joint estate inspections to identify areas that need maintenance or improvement, as well as anti-social behaviour (ASB) hotspots.
	People need to see that something is being done in response to their feedback.	Some estate inspections and the estate action days could include operatives who are able to make repairs and respond to maintenance issues the same day.

Principle	You said	We will
<p>Supporting collaboration and leadership</p> 	<p>We need activities for children and young people on estates</p>	<p>Promote opportunities among the Council and voluntary, community and faith sector, and linking local groups up to charities and organisations with similar goals.</p>
	<p>Make use of schools, libraries, and other community spaces</p>	<p>Use community spaces to host some of the surgery sessions around the borough, and where possible, use their noticeboards to share information.</p>
	<p>Many residents take pride in their neighbourhoods and already do a lot to keep them clean and tidy.</p>	<p>Link groups up and provide support like help with waste disposal when resident groups want to organise gardening groups, litter picks or other activities in their local areas.</p>
	<p>We need to create opportunities to build community and tackle loneliness.</p>	<p>Support residents and the voluntary, community, and faith sector to run coffee mornings, knit and natter, Warm Havens and other groups on estates and around neighbourhoods. Housing services will join to provide information and get feedback from residents.</p>
	<p>Local groups should be able to meet up to share ideas.</p>	<p>Organise a regular forum where representatives of local groups can come together with the Council to share progress, discuss common issues and exchange ideas.</p>
	<p>Newham has some highly engaged tenants and leaseholders who already advocate for their neighbours.</p>	<p>We will formalise this by supporting people to become Local Housing Champions who can advise and support their neighbours with housing issues.</p>
<p>Including all residents</p> 	<p>Local activities need to be available across the Borough, not just a few areas.</p>	<p>Actively seek out residents to start groups or act as individual Housing Champions where there is currently no resident group. Where possible, we will try to ensure that each resident group aligns with an HLO patch so that they can work together.</p>
	<p>Not everyone is able to get involved when everything is digital</p>	<p>Make sure that we use a mix of digital and non-digital communications. The main non-digital method of communicating are the noticeboards in blocks and estates.</p>

Principle	You said	We will
<p>A voice for local communities</p> 	<p>The activities and groups residents are most keen to get involved in are at the local level, working to improve their blocks, estates and neighbourhoods.</p>	<p>Help to connect engaged local people to establish resident groups for their local areas.</p>
	<p>Newham some highly engaged tenants and leaseholders who already advocate for their neighbours.</p>	<p>We will formalise this by supporting people to become Local Housing Champions who can advise and support their neighbours with housing issues.</p>
	<p>In some places there isn't much interest in getting involved.</p>	<p>We will actively work with residents and Local Housing Champions build local resident groups.</p>



Measuring success




It is important that we put in place agreed methods for understanding whether or not we are performing. The table below sets out how we will ensure that we are making progress against this strategy.

This strategy is also accompanied by an action plan that sets out in detail the tasks we plan to undertake each year. At the end of each financial year (in March) we will report on how we are performing against that year's tasks, and consider what needs to happen the following year. That performance report will also report on the performance measures set out below, and will be supported by data collected by the Housing Area Networks.

Some of the following data can be collected now, and some can only be collected once we have made improvements to our data collection and management systems.

Key Performance Areas & Indicators

Principle	Intended outcomes	How will we measure performance	Data sources
Transparency and accountability 	Residents feel better informed	Number and type of communications shared, results of satisfaction surveys on communications	Outgoing communications tracker, website, logs, feedback surveys
	Residents are assured that the Council is meeting its commitments	Performance reports published by Council, scrutiny reports published by resident groups	Annual performance reports, reports from resident groups.
Listening and responding 	Residents feel their opinions are heard and acted on	Consultations and surveys published, number of responses, reports setting out actions we are taking as a result	Surveys published, survey responses
	Residents feel we are responsive when issues are raised	Response times, share of issues that are resolved the first time, number of stage 1 and stage 2 complaints, TSM data.	Customer Relationship Management (CRM), Case Logs, action trackers, complaints and service requests
		Service changes, recommendations adopted, and resident satisfaction.	Change logs, action trackers

Principle	Intended outcomes	How will we measure performance	Data sources
A voice for local communities 	We have high rates of resident participation at the local and area level	Number of resident groups in action, number of residents involved in local groups, volunteering records of Housing Champions	CRM, event registers
	Residents are taking the lead in activities and groups	Meetings chaired by residents, residents produce agendas and forward plans, record of resident led activity groups.	Governance of groups, minutes
	Information is effectively transmitted from Local Housing Champions and Local Resident Groups to Housing Area Networks	Number of issues resolved, new projects initiated	Minutes, action trackers, surveys
Supporting collaboration 	Resident groups are integrated into the VCFS network in the Borough	Attendance of VCFS at resident involvement activities and events, number of collaborative projects completed	Minutes, event registers, action trackers
Being inclusive of all residents 	Residents who get involved are representatives of the overall tenant and leaseholder population	Demographic characteristics of residents who take part in groups and activities.	Customer Relationship Management (CRM), Equality Monitoring, Event Registers.
Cross-cutting	Resident involvement is integrated into departmental performance management and strategic planning	Use of resident insights in performance reporting and KPI alignment.	Dashboards, Reports.
	Residents are supported to engage meaningfully	Training participation and satisfaction levels.	Training logs, surveys

Reporting frequency

Data on the performance indicators outline above will be collected monthly, quarterly, bi-annually, or annually depending on the indicator.

An annual performance report which includes both a review of the action plan and the performance indicators will be published each year in March. This will be produced by the Resident Involvement Team with input from the Housing Area Networks and strategic group.

Roles and responsibilities

Resident involvement is everyone's business, and this is a whole-Council strategy. Teams across the housing directorate and other services as needed will be expected to attend events and provide information where required.

The strategy will be owned by the Programme Director (Tenancy Services) and will have oversight from the Lead Member for Council Housing Improvements. The team primarily responsible for the delivery of this strategy is the Council's dedicated Resident Involvement Team, who will:

- Liaise with individual residents
- Co-ordinate events and groups
- Ensure that a range of services from across the directorate are present for activities and events where required
- Facilitate links with the voluntary, community and faith centre
- Be responsible for performance reporting

Regulatory Alignment

This performance monitoring framework supports compliance with:

- **Consumer standards** set by the Regulator of Social Housing (RSH). In particular, the Transparency, Influence and Accountability Standard sets out the requirements for how the Council:
 - Treats residents with fairness and respect
 - Ensures that residents diverse needs don't have a negative impact on the service they receive
 - Takes residents views into account
 - Provides information about our services
 - Collects and provides performance information for resident scrutiny
 - Addresses complaints
- **Housing Ombudsman** expectations on complaints, transparency, and responsiveness. Our **Housing Complaints Policy** is published on the Council's website and sets out what is considered a complaint, how it will be handled (including timescales) and what residents should expect if the complaint is upheld. It has been produced to meet the Housing Ombudsman's Complaint Handling Code 2024.
- **Building Safety Regulator** standards on resident engagement (Building Safety Act 2022) and processes around complaints.
- Corporate strategy commitments to inclusivity, transparency, and service co-design.





WE ARE NEWHAM.