

Policy name:	
Resident Engagement Panel (REP) Policy	
Section:	Housing
Exec responsible:	Director of Housing
Review by:	Resident Engagement Panel & Housing, Customer & Communities Manager
Tenant review:	Yes: Resident engagement panel
Authority to amend:	CEO
Frequency of review:	Every three years
Last review:	May 2023
Next review:	May 2026
Responsibility for delivery:	Director of Housing /Housing Customer & Communities Manager
Strategy:	Tenant Involvement & Customer Strategy
Associated risk ID:	Risk 8 - Inadequate and ineffective customer service and/or engagement
Health & safety:	
Equality & diversity:	Access to the Resident Engagement Panel must be available to all tenants wishing to become involved.
Associated costs and value for money:	VFM reviewing benchmarking data are integral to the Panel reviews.
Associated documents:	Resident Engagement Panel Terms of Reference, Code of Conduct

VERSION CONTROL			
Version number:	Sections amended:	Date of update:	Approved by:
1.0	First issue in new template	/	CE
1.1	Various updated and added see June 18 Panel minutes	June 2018	CE
1.2	Minor updates re quorum and digital meetings	August 2020	CE
1.3	Update regarding additional group engagement and monitoring functions. Minor inclusion regarding AGM and role title changes	May 2023	CE

CONTENT:

1. Introduction
 2. The resident engagement panel
 3. Recruitment and induction
 4. Agreeing and review
 5. Methodology
 6. Recommendations to the executive team and board
 7. Publishing the findings to the tenants
 8. Performance monitoring
 9. Training and support
 10. Leave of absence
 11. Code of conduct
-

1. INTRODUCTION

This Policy outlines the principals and practice of the Resident Engagement Panel and gives guidance to both Panel members and staff. The primary objective of the Panel is to scrutinise Cornerstone's services and put forward recommendations for improvement. Additional functions of the Resident Engagement Panel are to monitor Cornerstones commitment to the Customer Voice and Tenant Satisfaction Monitoring measures implemented by Cornerstone, also to support Cornerstones community engagement objectives. This provides an opportunity at a strategic level where tenants can effectively contribute towards the management of their homes. This policy is also to be used in conjunction with the Code of Conduct and their Terms of Reference.

2. THE RESIDENT ENGAGEMENT PANEL

Generally, the Resident Engagement Panel (the Panel) is made up of six to nine tenants who attend monthly meetings but should the need arise a maximum of ten members can serve at any one time (including a Chair and a Deputy Chair) this flexibility in membership is to enable existing members to take a leave of absence but allows the Panel to remain fully functional. Meetings will be quorate if there are four panel members present. An Annual General Meeting is held once per year to designate Panel roles (Chair and Deputy Chair) and discuss group constitutional and general matters.

Alongside the Panel we have Email Eagles; these are tenants who are unable to attend meetings but would like to be a part of the reviews so engage via email.

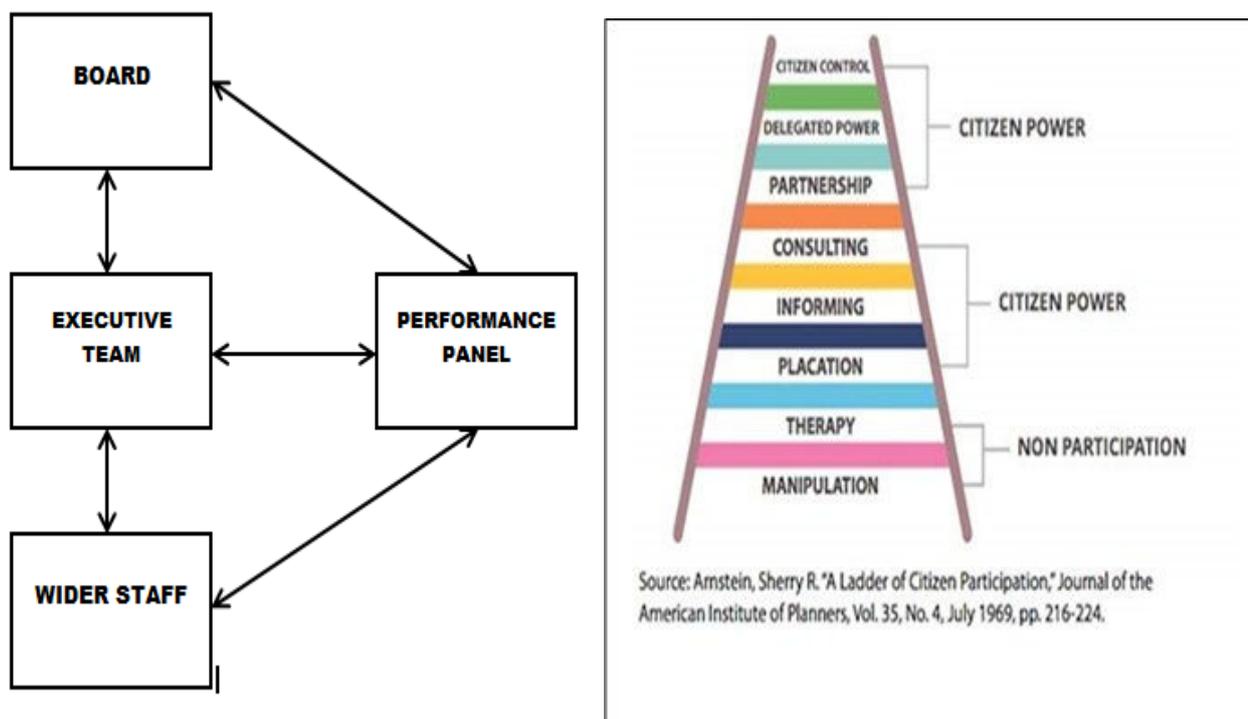
The Panel may adopt additional groups or activities to engage with customers individually or as groups, such as the Youth Resident Engagement Panel, and the Resident Engagement Panel will effectively plan, implement, manage and monitor additional groups or engagement activities.

The Panel will usually meet on the first Wednesday of every month in addition to other days as and when required. The Panel also meet with the Board and Executive Team once a year to report their findings.

The Panel is joined by the Director of Housing (DOH), Housing, Customer and Communities Manager (HCCM) and the Business Support Officer (BSO) who provide an overview of their review topic as well as relevant information, support and guidance to help them meet their

objectives. The BSO also acts as an administrator and co-ordinator to the Panel, which includes arranging practical support (such as transport or training), writing up findings, minutes and sending out agenda papers.

Below is a diagram of where the Resident Engagement Panel sit within the structure of Cornerstone. At this time the Resident Engagement Panel sit on the rung of 'Consulting' on Arnstein's Ladder of Participation, and our aim is to see the Panel move to a Partnership rung.



3. RECRUITMENT & INDUCTION

Panel membership is regularly reviewed between the Panel, DOH, HCCM and BSO. When the need for recruitment is agreed, the DOH, HCCM and BSO will organise the appropriate advertising process.

All tenants interested in joining the Panel will be invited to have a chat with the HCCM and the Chair to discuss the Panel, its purpose and how it works. If after this chat all parties, consider it appropriate the tenant will be invited to attend up to three meetings so that they can observe and get a feel for the Panel meetings.

If after three meetings the tenant still wishes to join the Panel, the Panel, HCCM, DOH and the BSO will discuss the appointment and if agreed the tenant will be notified.

If all available seats on the Panel are taken, interested applicants can be placed on a waiting list if they would like to be.

The HCCM and BSO will deliver an induction programme for all new members. The purpose of the induction programme is to help settle new members into their role. The induction will include a tour of various Cornerstone housing stock and the Maintenance Depot, a formal

induction pack including routine agenda items etc, a training needs assessment and finally, to provide general housekeeping information (e.g. the procedure to follow in the event of the fire alarms sounding).

4. AGREEING A REVIEW

In preparation for a review the Panel will hold a discussion to consider suitable review subjects in conjunction with the assurance review timetable. They will examine service levels, tenant expectations, data collected by Cornerstone and they will also discuss their own experiences. This will enable them to come up with suggestions to take to the Executive Team for consideration by the whole group.

The Executive Team and the Panel will put all their suggestions together and mutually agree the choice and priority of review subjects. The panel will also take on reviews recommended by the Cornerstone Board.

5. METHODOLOGY

The HCCM along with the DOH will put together a report containing details and information about the service as well as information from other associations on their services for comparison.

At the first meeting, the Panel will go through this information and ask the DOH or the HCCM any questions they may have. They will agree an initial timescale, objectives and areas to be examined. To do this they will complete a 'Review Map' exercise. Organising external trips for the Panel members may be necessary depending on the review topic. As part of their review, Panel members may request a meeting with any staff member or ask for specific information from within the association.

6. RECOMMENDATIONS TO THE EXECUTIVE TEAM & BOARD

The Panel meet with the Executive Team formally at least once a year, during this time the Panel will feedback their recommendations. After a discussion about the review and its findings the Executive Team members will then accept, decline or amend the recommendations made. These recommendations will be relayed to the Board. The Executive Team and Board members will also attend informally the Resident Engagement Panel meetings periodically as agreed in advance.

7. PUBLISH THE FINDINGS TO TENANTS

It is essential that the Panel feedback all of their results. This is so Cornerstone can be accountable to the Panel and to also demonstrate its ability to listen to its tenants and act on their recommendations.

After a response to the recommendations has been received, Cornerstone will support the Panel in putting together the publication. Once the Panel has approved the document, it will be available as a download on Cornerstone's website, a summary will also be published in the Tenant Newsletter and using social media, with a link on how to receive the whole document.

8. PERFORMANCE MONITORING

To ensure that Cornerstone has implemented the Panel's recommendations, Panel members operate a continuous monitoring programme which is routinely reported at their regular

meetings. If appropriate, the Panel may choose to speak to staff members who are involved with implementing the recommendations to review the progress made. Once they have all been completed, the Panel will sign them off and close the review. Each review will be brought back to the Panel to ensure that all recommendations have been undertaken and to see if a further review is needed.

9. TRAINING & SUPPORT

The Panel has the continued support from the DOH, HCCM and the BSO who attend meetings and training events. Cornerstone actively encourages and promotes training where applicable, and all costs will be met by the Association.

10. LEAVE OF ABSENCE

Panel members are entitled to take a leave of absence or maternity/paternity leave and continue to retain their membership.

11. CODE OF CONDUCT

During the appointment to the Panel the member will be issued with the Code of Conduct to sign and return. It is essential that all members comply with the Code at all times.

Should a Panel members' behaviour or actions fail to meet the expectations set out in the Code of Conduct then the Chair along with the HCCM will jointly approach the Panel member to resolve the matter.