

Appendix B: Options for engagement against the Hierarchy of Involvement

INFORM: Ensure residents are kept up to date and have access to the right information.	Engagement Mechanism	Purpose	Time commitment	Frequency
	LBH's Social media and website	Share info and key messages re: Housing services including the use of self-service forms and headline performance information	Up to 30 mins	Daily/Weekly
	Tenants and Leaseholders Annual Report	Highlighting how the council as a landlord is performing and delivering value for money. The aim is to move this mechanism from informing to collaborating.	Up to 2hrs	Yearly
	Letters, contact with staff, telephone calls.	For most part low level involvement	Up to 30 mins	As required
	Meetings and visits	Include info re: regulatory compliance	Up to 2 hours	As required
CONSULT: Providing information for feedback	Engagement Mechanism	Purpose	Time commitment	Frequency
	STAR (Survey of Tenants and Residents)	Nationally recognised industry standard survey of tenant and leaseholder satisfaction. It is carried out by around 350 social housing providers. Councils, Housing Associations, and Arm's Length Management Organisations (ALMOs)	Up to 1 hour	Yearly
	Meetings, including virtual when applicable.	To consult on specific issues or area of service, including special interest groups	Up to 2 hours	As required

	Surveys (reactive/proactive/transactional)	Carried out to receive feedback on satisfaction levels from services offered. Armchair exercise.	Up to 30 mins	As required
	Statutory Satisfaction Surveys	Carried out to received feedback especially when changes to services are being considered that would impact tenants/leaseholders. Eg Housing Strategy Consultation, Annual Budget Consultation	Up to 2 hours	As required
INVOLVE	Engagement Mechanism	Purpose	Time commitment	Frequency
	Assemblies	Older People's Assembly Disability Assembly Carers Forum	Up to 2 hours	Quarterly
	Meet the Manager	As part of being open, accessible and accountable, residents will have the opportunity to be invited to meet the manager and ask questions about specific areas of service. The manager will also seek the views of attendees on various issues. This could be part of a bigger meeting or meeting held solely with a service manager.	Up to 1 hour	Quarterly
	Community Clubs	To provide a friendly opportunity in a social/informal setting for residents to interact to meet up with other local people and get involved in the local area. Ideal for new tenants.		Flexible

	Engagement Mechanism	Purpose	Time commitment	Frequency
COLLABORATE	IT Focus group	To assist with the continual development of innovative self-service technology, including LBH website and social media platforms	Up to 1 hour	As required
	Estate Marshalls	Independent feedback on standards of our estates and communal areas		Flexible
	Annual report	To work in partnership to produce the report. This will include influencing content, style and layout.		Flexible
	Various engagement activities to meet the 7 themes of the Social Housing White Paper	To ensure LBH as a landlord is compliant with the regulators request. This will include establishing service standards. Please see Appendix C	Vary depending on activity.	Flexible
	Senate	Please refer to Appendix 1, in addition to representatives who will attend Housing Board meetings.		Bi-annual
EMPOWER	Tenant Management Organisation (TMO)	Please refer to Appendix 1	TBC	TBC
	Health and Safety focus group – High rise blocks	Keeping in line with the regulator’s statutory requirements. This group will work in LBH to make sure high-rise blocks are compliant.	Up to 1.30mins	Quarterly
	Scrutiny Panels: Will be made up of engaged residents.	To scrutinise various services and provide recommendations for improvements where necessary. This can be done as a group via workshops, through individual feedback engagement activities etc	May vary depending on the task.	Flexible