

	<b>Title</b>	CI01 Customer Involvement Policy		
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## **1. Purpose and scope**

- 1.1 The purpose of this policy is to outline NCHA's commitment to meaningfully involving and supporting our customers to influence the work and strategic direction of NCHA, through a range of formal co-regulatory and informal opportunities.
- 1.2 This policy aims to demonstrate commitment to and compliance with the relevant regulatory expectations and key sector developments and initiatives. These are listed at section 4.
- 1.3 The scope of this policy relates to all NCHA customers across all tenures as well as Care & Support service users. It is the responsibility of specific customer involvement and governance roles to implement the policy, and for all NCHA colleagues to support the policy.

## **2. Responsibilities and risk**

- 2.1
  - Head of Homes & Wellbeing
  - Head of Communities
  - Head of Rents & Leasehold
  - Governance Manager
  - Customer Involvement Manager
  - Department Head – Maintenance Services
  - Department Head – Technical Services
- 2.2 Failure to meaningfully involve our customers and service users could lead to a breach of the Consumer Standards, including the Tenant Involvement and Empowerment Standard. This could result in a regulatory downgrade if the 'serious detriment' test is reached.
- 2.3 Failure to meaningfully support our customers in their ability to influence our work and strategic direction will result in customer facing services not meeting the needs of our customers.

## **3. Policy statement**

- 3.1 We will provide customers with a range of ways to become meaningfully involved so our services can be influenced by NCHA customers across all tenures as well as Care & Support service users who are receiving them. The formal opportunities are detailed in section 3.8. Informal opportunities include volunteering as a Community Voice, participating in task and finish projects, supporting service improvement projects, reviewing policies, engaging in adhoc events that aim to seek feedback on services. These opportunities will be accessible and we will use customer feedback to continually evaluate their effectiveness, whether they reflect the needs and wishes of our customers and to help evolve the services we provide to our customers.
- 3.2 We are committed to ensuring a diverse representation within formal and informal opportunities. These opportunities will be accessible to any customer or service user.
- 3.3 We support the expectations outlined in the Tenant, Involvement and Empowerment Standard and complete an annual review against the Consumer Standards.

- 3.4 We will ensure the principles of customer involvement are embedded within our frontline housing and maintenance services, supported by colleagues responsible for overseeing our overall involvement offer.
- 3.5 The Resident Focus section of the National Housing Federation Code 2020 means that NCHA is able to ensure:
- A formal offer enables customers of all tenures to engage with, influence and contribute to strategic decision making. Our Customer Committee, its supporting panels and their associated activity aims to involve customers meaningfully and make improvements to the services they receive.
  - There is a link between our informal involvement opportunities and the formal offer. Customer feedback and insight will be used to inform the activity and priorities of those formal groups. Feedback and insight will be gathered from satisfaction surveys, complaints, analysis from digital channels.
  - The Customer Committee are a sub-committee of NCHA Board, and will provide data and insight around the customer experience, complaints and satisfaction to NCHA Board. This will be supported with recommendations for service improvement.
- 3.6 The safety for our customers is paramount and as part of the Building Safety Bill we will produce and implement a resident engagement strategy. The resident engagement strategy will be via the Accountable Person for each higher risk building to promote participation in decisions made about building safety risk in their building.
- 3.7 We will offer customers and service users opportunities to be formally involved as part of NCHA's governance structure, with each opportunity supported by clearly defined terms of reference for the following committee and panels:
- The Customer Committee which supports the work of NCHA Board through the monitoring of performance relating to customer experience, across the NCHA Group.
  - The Homes & Neighbourhood Panel which supports the work of the Customer Committee through the monitoring of performance relating to customer experience, across all tenures.
  - The Scrutiny Panel which oversees and delivers independent and customer led scrutiny, where areas of scrutiny and the recommendations are the responsibility of the panel. Delivered with the full support of NCHA, the outcomes of all scrutiny activities are shared publicly, showing customers how their involvement has made a difference.
  - A Care & Support Panel that provides a vehicle for engagement and influence specific to service users across our care and support projects.
- 3.8 We will provide and facilitate external and internal training to all involved customers so they can fulfil their roles with confidence whilst supporting their personal development.
- 3.9 We will support the ambitions and expectations of the Tenant Participation Advisory Service (TPAS). We will achieve this by enabling our customers to engage with TPAS directly, adopting published standards or good practice and seeking on-going accreditation.
- 3.10 We will cover all reasonable costs and expenses to enable customers to participate in any involvement activity NCHA, or third parties appointed by NCHA offer.

- 3.11 We will develop and offer digital opportunities to increase engagement and for customers to give feedback, both at a local level and to influence our work and strategic direction. This will be balanced with ongoing opportunities to become involved through in person events, a visible presence within our communities and a focus on local involvement opportunities and initiatives.
- 3.12 We will ensure service leads consider and support customer consultation and co-development when service changes or reviews are proposed or required.
- 3.13 We will produce an annual service operating plan to outline key activities and commitments to ensure these are progressed and reported on.
- 3.14 We will provide opportunities and training for involved customers to support colleague recruitment across our frontline teams.

#### **4. Supporting documentation and key legislation**

##### 4.1 Supporting Documents

Customer Committee Terms of Reference  
 Customer Committee Member Job Description  
 Homes & Neighbourhood Panel Terms of Reference  
 Homes & Neighbourhood Panel Chair Job Description  
 Scrutiny Panel Terms of Reference  
 Scrutiny Panel Chair Job Description

##### 4.2 Guidance

[Together with Tenants Charter](#)  
[National Housing Federation Code 2020](#)  
[TPAS National Engagement Standards](#)

##### 4.3 Legislation/Regulation

[Consumer Standards – Tenant, Involvement & Empowerment Standard](#)  
[The Charter for Social Housing Residents – Social Housing White Paper](#)

##### 4.4 Related policies or strategies

[Complaints Policy](#)  
[NCHA Code of Conduct Policy](#)

#### **5. Monitoring and reporting**

- 5.1 Our annual report to customers will be co-developed with customers and published. Alongside a range of performance measures and outcomes, this will outline measures of success and impacts as a result of involvement activity. This will include scrutiny outcomes, changes to services as a result of involving customers, event outcomes.
- 5.2 We will undertake effectiveness reviews of our formal groups.
- 5.3 Scrutiny outcomes and recommendations will be reported to the Customer Committee.

#### **6. Definitions**

N/A

## **7. Equality and diversity**

7.1 This policy supports NCHA's Equality, Diversity & Inclusion Strategy and Policy, that sets out the aim that services are more accessible, inclusive and responsive to the needs of the communities we work with.

7.2 This policy is supported by an Equality Impact Assessment

## **8. Appendices**

8.1 N/A

## **9. Policy Approval**

9.1 This procedure has been approved prior to issue by the Director of Homes and Wellbeing or if applicable by NCHAs Board or Customer Committee.