



Resident Influence Strategy 2026-2029

“Listening to our tenants and leaseholders – shaping and improving Housing Services together”



Nottingham
City Council

Housing
Services

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“Residents are meaningfully engaged in the co-creation, monitoring and review of the organisation’s engagement strategy to make sure it delivers clear impact and value.”

From The Tenant Participation Advisory Service (TPAS)
National Tenant Engagement Standards (Revised 2024)

“Being part of RIP has been a profoundly transformative experience that has reshaped my perspective on both life and community. It has provided me with a deep sense of belonging and a supportive network that feels like a second family, empowering and inspiring me to grow. Furthermore, it enables us to have our voices heard.”

Josephine, Resident Influence Panel (RIP) member

“Nottingham deserves a council that delivers good local services and sets an ambitious vision for a city where people want to live, work and study.”

From Our Council Plan 2025 to 2029 (Nottingham City Council)



Foreword by the Housing Services' Resident Influence Panel Members

This strategy has been co-created in partnership with residents and officers.

Residents are at the heart of housing services, and this strategy is here to make a real difference. When residents speak up, we want them to be listened to and to see real change. It should be easier for everyone to have their say, feel included, and get the support they need.

Housing Services and residents have come together to co-create a way to make sure residents can genuinely influence services. In the past, strategies were written for residents with some consultation. This time, it's been written with residents. We came together as the Residents' Influence Panel, because we care deeply about our homes, neighbourhoods and the wider community. Over the past few months, we've shared our experiences about what makes us feel heard, what frustrates us, and what we want to change, so things can improve for everyone.

We've helped shape this strategy by:

- Agreeing how residents can have more influence over the services they receive
- Making information easier to understand
- Designing surveys and forms
- Making sure this reflects what residents truly want and need.

We're proud of what we've achieved together so far. This isn't about being asked for opinions and then it being forgotten. It's about working side by side and we'll keep making sure our voices help shape the decisions that affect us.

“Being involved has reminded me how valuable my experience is – I’d encourage any resident to join us and realise the impact they can have.”

Valerie,
Resident Influence
Panel member

Message from Charlotte McGraw, Strategic Director of Housing

I'm proud to introduce Nottingham City Council Housing Services' Resident Influence Strategy 2026-2029.

This strategy represents a significant step forward in how we work with our residents. It's not just a document, it's a commitment to listening, acting, and being accountable.

Housing is about people, and the voices of our tenants and leaseholders must be at the heart of everything we do. Over the past year, we've worked closely with residents to co-create this strategy. Their insight has shaped its priorities and objectives, making sure it reflects what matters most: being heard, seeing action, and building trust.

The challenges facing social housing nationally and locally are well known. Regulation is stronger, expectations are higher, and rightly so. We welcome this, because safe, high-quality homes and responsive services are fundamental to wellbeing. But compliance alone is not enough. To truly succeed, we must embed a culture where resident influence is everybody's business – from frontline teams to senior leadership.

This strategy sets out how we will achieve that. It focuses on listening to residents, acting on feedback, communicating clearly, ensuring inclusion, and recognising the vital role of resident volunteers. These principles will guide our work and help us deliver the improvements our residents deserve.

Together, we can create a housing service that is open, accountable, and shaped by the people it serves. This is our shared ambition – and this strategy is the foundation for making it a reality.



“I want to thank every resident who contributed to this strategy and the Resident Influence Panel for their dedication and insight. Your involvement has been invaluable, and your continued partnership will be essential as we moved forward”

**Charlotte McGraw,
Strategic Director of Housing**

Glossary of key terms

Resident

A tenant of a property owned by Nottingham City Council (NCC) or a leaseholder whose home is within a property managed by the Council.

The Regulator

The Regulator of Social Housing is the national body which sets standards, monitors financial viability, and makes sure NCCHS, and other registered providers are well-managed, provide decent homes, and are accountable to tenants, with new powers from the Social Housing (Regulation) Act 2023.

Nottingham City Council Housing Services (NCCHS)

The part of Nottingham City Council that deals with housing, including the management and maintenance of tenants' homes.

In this document, 'the Council or 'Nottingham City Council' means the same.

RIP

The Resident Influence Panel – a group of residents who have worked with staff to develop this strategy, making sure that it's created in partnership with our tenants and leaseholders.

HAB

Housing Assurance Board.

TLI

The Tenant and Leaseholder Involvement Team.

EIA

Equalities Impact Assessment.

TSMs

Tenant Satisfaction Measures.

KPIs

Key Performance Indicators.

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Introduction

Feeling safe, comfortable and content in your home is important to everyone. For residents, this depends on a landlord who takes responsibility for the things that make a home safe and comfortable.

Tenants are not just residents. They're customers. Successful organisations understand what their customers want, deliver it effectively and, crucially, listen to what customers say about the services they receive. They act on what they hear and communicate the improvements made.

Social housing providers, including Nottingham City Council, are no different. Residents must have a genuine voice and the ability to influence decisions about their homes. When landlords fail to listen or involve residents, the consequences can be severe. At the extreme end, tragedies such as the Grenfell Tower fire and the death of two-year-old Awaab Ishak show what happens when voices are ignored. Day to day, it leads to frustration, dissatisfaction and a breakdown of trust, made worse when landlords claim to be listening, but fail to act on feedback.

An effective voice means more than attending meetings or completing surveys. It means that, through involvement, whether big or small, residents have a real opportunity to influence decisions. That is why residents who contributed to this document wanted it to be called the Resident Influence Strategy.

Getting resident influence right is a challenge, but it is achievable. This document sets out how Nottingham City Council Housing Services, in partnership with residents, will make it happen. Most importantly, this approach has not been designed solely by Council managers and officers. It has been co-created with residents, because residents know how they want to be heard and how their views should shape decisions. In this way, it is a strategy developed with residents, for residents.





Part one: Background

Context

This strategy has been co-created with the people it most affects: the tenants and leaseholders who live in homes managed by the Council.

However, several national and local factors also shape this document. These influences make sure this meets legal requirements, reflects best practice, and support the Council's wider ambitions. A detailed overview appears in Appendix two, but here is a summary.

1. National legislation, regulation and guidance

Social housing landlords in England must comply with legislation and regulatory standards that govern how services are delivered to tenants. Oversight is provided by the Regulator of Social Housing, a government agency focused on making sure landlords treat tenants with respect and listen to their views.

This strategy pays close attention to the Regulator's expectations, particularly the Transparency, Influence and Accountability Standard.

2. Complaints as a source of feedback

Complaints are a way for residents to make their voices heard and for landlords to learn and improve. The Housing Ombudsman investigates serious complaints and sets standards for complaint handling. This strategy recognises complaints as a vital feedback mechanism, supported by Housing Services' complaints handling policy.

3. Alignment with Nottingham City Council plans, policies and strategies

Housing Services is part of Nottingham City Council, this document aligns with 'Our Council Plan 2025-2029', its core missions, priorities and key strategies and policies, for example:

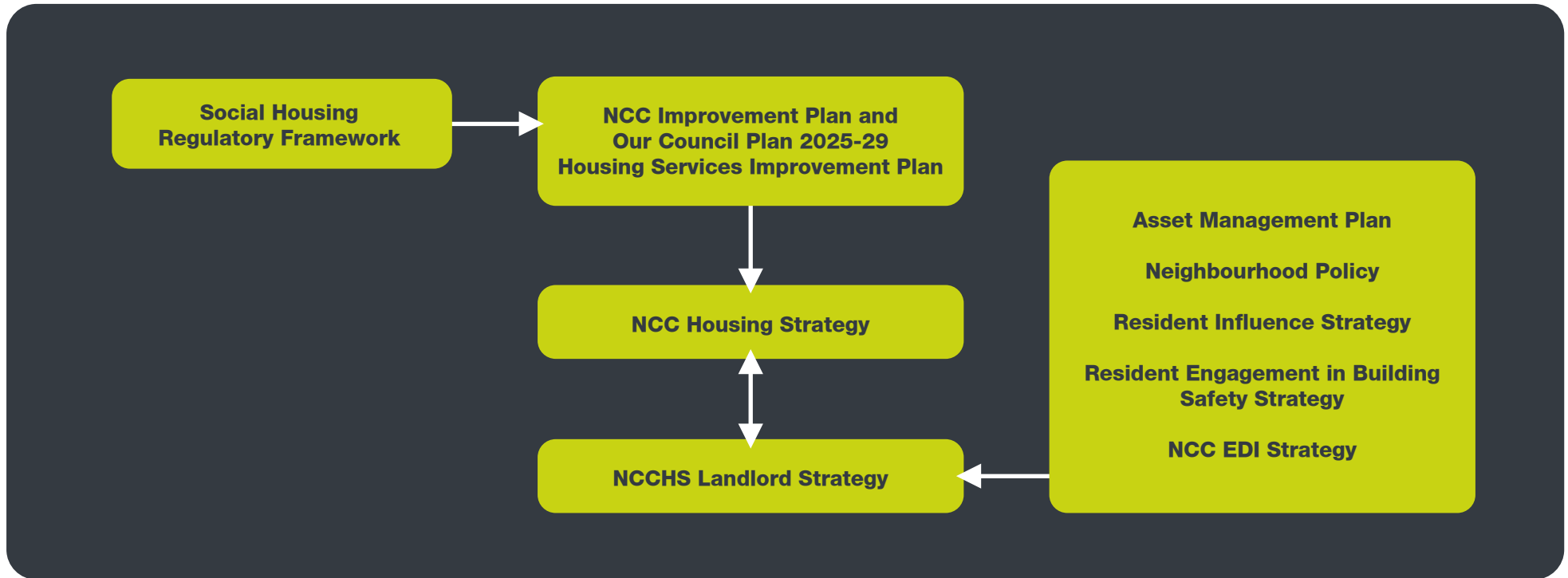
A renewed Council

- **Fostering Governance Transparency and Innovation**
Commit to open, accountable governance by adopting innovative practices, engaging citizens in decision-making, and using data-driven approaches to continuously improve public services
- **Adopting a 'One Council' approach**
Work collaboratively to make sure all citizens have access to quality customer care, with the council delivering the basics well, value for money and continuous improvement.

Delivering for local people

- **Empower Safe Communities**
Foster strong, engaged communities by promoting local initiatives and supporting residents to actively shape the future of their neighbourhoods.
- **Providing Safe, Affordable Housing**
Address housing needs by expanding affordable, high-quality homes and making sure that all neighbourhoods are safe, vibrant, and supportive places to live.

Hierarchy of plans and strategies:



4. National standards for resident engagement

The Tenants Participation Advisory Service (TPAS) provides an independent, national voice for resident involvement. TPAS sets the National Tenant Engagement Standards, which landlords can use to benchmark their approach to resident engagement and influence.

5. Resident Engagement in Building Safety (The Building Safety Regulator)

The Building Safety Regulator (BSR) oversees building safety for all buildings, but has a specific, heightened role for Higher-Risk Buildings (HRBs) in social housing (those 18m+/7 storeys), acting as the building control authority, approving major works, enforcing compliance during occupation, and making sure landlords manage risks like fire and structural failure effectively, working alongside the [Regulator of Social Housing](#) (RSH) for a comprehensive safety approach.

The Building Safety Regulator (BSR) requires Accountable Persons for higher-risk buildings (HRBs) to create a mandatory [Resident Engagement Strategy](#) (RES), outlining how they'll involve residents in safety decisions, share information proactively, handle complaints, and manage resident duties, making sure it's proportionate, updated, and forms part of the safety case, with the goal of genuine participation, not just box-ticking. NCCHS currently has a separate [Resident Engagement in Building Safety Strategy](#) that has been developed in consultation with residents, stakeholders and partners.

6. Equality Impact Assessment (EIA)

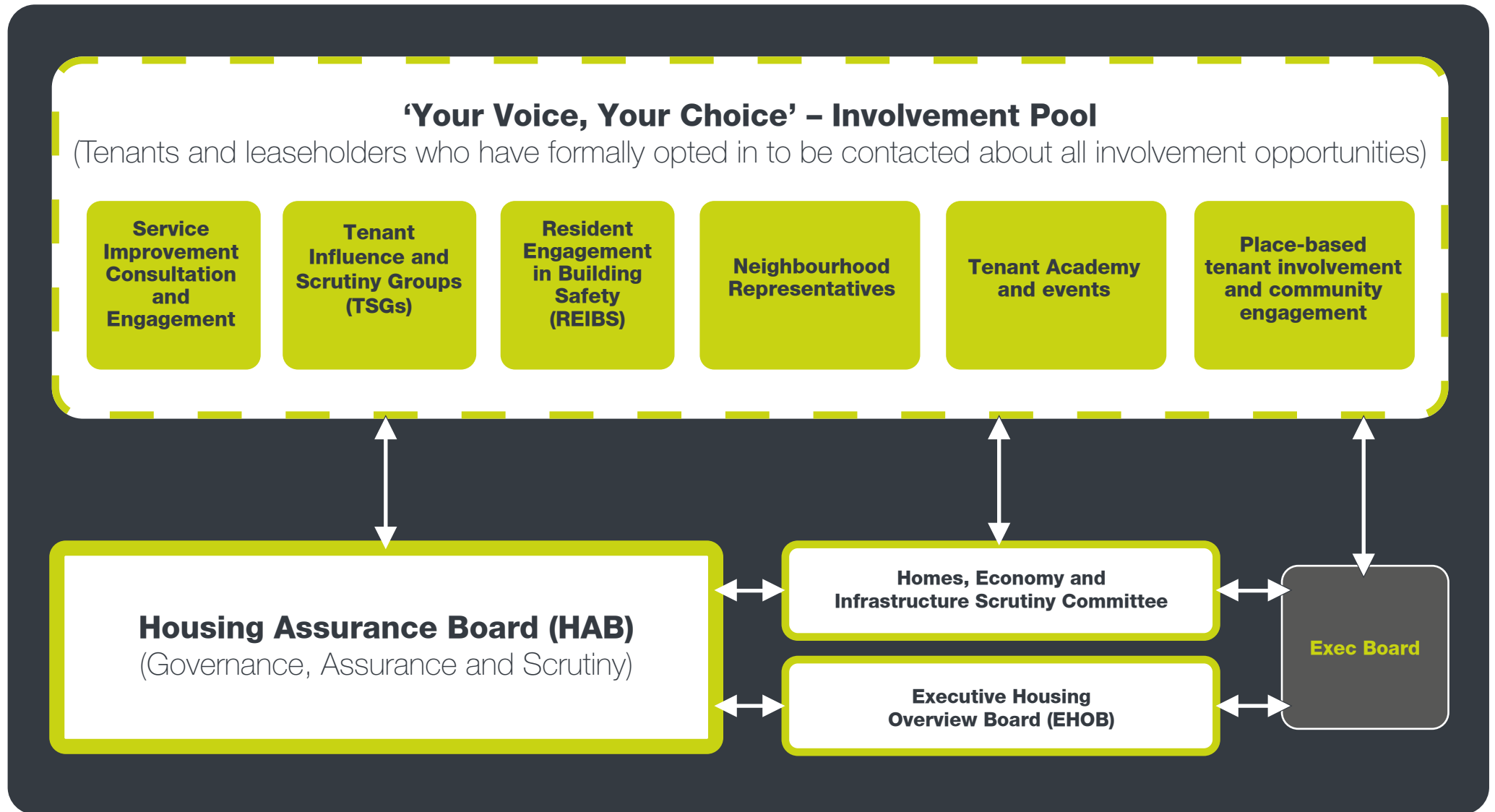
At NCCHS all new or reviewed policies, practices and services are required to carry out an Equality Impact Assessment to make sure that we are not discriminating against any specific group, to identify any gaps, consider how we can mitigate any impact, and to highlight areas of good practice where we are promoting equality of opportunity.

As part of the process for the development of this strategy, an EIA has been completed which can be found in Appendix four.



Part two: Framework for resident involvement and influence

Housing Services currently have a well-established framework that provides a variety of opportunities for residents to get involved, influence decisions, scrutinise performance and contribute to service improvements.



NCCHS Framework for Tenant and Leaseholder Involvement, Influence and Governance (February 2025)

Housing Assurance Board (HAB)

This is a recognised group of residents led by residents who have been recruited, as highly skilled volunteers, to provide assurance and scrutiny at the highest level of the organisation.

They commission deep dive scrutiny reviews of our services. Their key role is to make sure that the tenants voice is fully embedded in service, policy and strategy review, development and decision making.

Service Improvement Groups (SIGs)

Resident task and finish groups recruited to focus on specific service areas that require service review or improvement (this can include customer journey mapping and mystery shopper exercises).

Consultation and engagement

A range of opportunities for residents to share their views and influence decisions, including surveys, focus groups, drop-in sessions, group or face to face discussions, and targeted outreach.

Resident Engagement in Building Safety (REIBS)

Making sure the residents' voice is at the heart of keeping our residents safe in their homes and the development and delivery of the REIBS Strategy and action plan.

Neighbourhood Representatives

Local representatives who get involved in neighbourhood initiatives either individually or collectively, support their neighbours and feedback on local area / neighbourhood issues or concerns.

Community groups and Tenants

and Residents' Associations (TRAs) Place-based engagement and investment supported by the Tenant and Leaseholder Involvement Team.

Tenant Academy and events

Providing opportunities for learning and skills development and the delivery of a variety of bespoke consultation and engagement events and initiatives.

Levels of involvement vary, from one-off activities to regular volunteer roles, allowing residents to choose what works best for them. These opportunities are promoted through the Menu of Involvement (see Appendix three), which explains each group's purpose, time commitment, activities involved and how residents can opt in to the Your Voice Your Choice – Involvement Pool.

The aim of this strategy is not to replace these opportunities, many of which work well, but to build on them – improving awareness, adapting where needed, and increasing participation.

The diagram below explains our customer feedback journey – making sure resident feedback is not just heard through engagement activities but actively informs decision-making, leading to real service improvement.





**Part three:
What residents told
us – and what they
want to see**

More than 1,000 residents' voices helped create this strategy



Surveys

Residents helped design the questions that more than 1,000 people responded to.



Focus groups

Six face to face and online sessions with residents from across our estates.



Panel sessions

Our Resident Influence Panel met 13 times to co-write the strategy with us.



Targeted outreach

Especially for under 25s, digitally excluded tenants and non-English speakers.



Community chats

85 residents spoke with us at events.

This journey began where it matters most, with tenants and leaseholders. Early engagement resulted in the development of a new Resident Influence Panel, who have continued to be at the very heart of the co-creation process.

We reached out across our estates through surveys, focus groups, drop-ins and panel sessions and **more than 1,000** residents had their say. Residents were given the opportunity to influence the survey questions, to help us make sure they were easy to understand and that we received meaningful and relevant feedback.

During consultation, we asked about awareness and satisfaction with current involvement opportunities, preferred ways to communicate and what gets in the way of giving feedback. Residents shared their experiences about how we listen to them and act on what they say, and ideas for recognition and incentives. They also provided feedback on our proposed areas of focus and themes.

“People who take part in these surveys actually care about their home and the areas they live in.”

A tenant's response from the Resident Survey

The findings were clear. Above all else, residents simply want us to listen to them, act on what they have told us and tell them when we have.

The key findings are:

- Around **70% of residents want us to listen and act** on their feedback and concerns
- Around **35% of residents feel their views are not taken seriously**, highlighting the need for better follow up and transparency
- Nearly **50% of residents want to be kept informed** when they provide feedback, with regular and transparent updates
- Nearly **1 in 2 residents want to know what has changed because of their feedback** through clear “you said, we did” updates
- Around **25% of residents were not aware of involvement opportunities** before completing the survey
- Around **6 in 10 residents want simpler, quicker ways to give feedback** and prefer online or at home options
- **Residents want us to use their preferred method of communication**, with email and text most common, while post and phone remain important for some
- Around **1 in 3 residents reported access barriers**, highlighting the need to make sure that services are accessible for everyone
- Around **53% of residents support recognition and support for volunteers** to encourage participation
- **Repairs and service quality were the most frequently raised concern overall**, alongside the need for clearer communication and more consistent responses.

These insights have shaped the themes and objectives of this strategy: Listening to residents, acting on resident feedback, communicating clearly and effectively, making sure of accessibility and inclusion, recognising and supporting resident volunteers – all aimed at improving services.

Full details of the consultation and engagement findings are provided in Appendix four.





Part four: Our priorities for 2026-2029

This strategy is built around six resident driven priorities. These priorities were developed directly from what more than 1,000 residents told us across surveys, events, panel sessions, drop-ins and focus groups.

Each priority is supported by clear aims, direct resident feedback, and evidence from the consultation:



Listening to our residents

“As a tenant, I feel invisible...”

25% of tenants were not aware of any ways to share their views.

We want to make sure residents have clear, accessible opportunities to share their views and provide feedback. Engagement happens at many levels, from day-to-day conversations with the Customer Service Centre to strategic forums like the Housing Assurance Board. Whatever the method, Housing Services must listen actively and take ownership of what residents say.

Many tenants remain unaware of the ways they can make their views known. This is a fundamental issue that must be addressed. The Tenant and Leaseholder Involvement Team offers a Menu of Involvement, but this needs wider and more targeted promotion. Listening should not be confined to one team – it’s everyone’s responsibility across Housing Services.

We will:

- **Make sure residents know how to provide feedback and have their say.**
- **Encourage more residents to share their views and experiences of our services.**
- **Review our engagement offer by exploring new ways of working and improving existing methods.**

We will achieve this by:

- Reviewing and improving our current involvement and engagement offer, including the Menu of Involvement to make sure it remains inclusive, needs led and fit for purpose.
- Learning from best practice across other organisations and sectors.
- Carrying out an annual involvement and influence survey to monitor awareness, customer satisfaction and improvements.
- Increasing internal and external awareness of the framework for involvement and influence and different involvement opportunities available.
- Changing and improving the way we seek the voices of our residents under-25 about service and place, including collaborative working with other local providers and a grant funded partnership project with Nottingham Community Housing Association and Places 4 People.
- Developing a clear framework for how we deliver and record post involvement and engagement evaluations in a timely manner.
- Delivering an annual programme of estate-based roadshows and community pop-ups, co-designed with residents, including targeted outreach for digitally excluded tenants.
- Building a staff and volunteer skills register (languages, BSL, local knowledge) and rotating staff presence at events so residents can recognise the workforce including the TLI Team.
- Mapping the different ways residents have a voice or provide feedback across the organisation and exploring systems that support consistent collection, tracking and actioning of this feedback. Add quotes and survey snapshot related to this area.



Acting on resident feedback

“Action speaks louder than words...”

35% of residents felt their feedback would not be taken seriously.

Listening is only meaningful if it leads to action. Residents need to see that their feedback results in change and that they are informed about what has happened. Failure to provide feedback creates a sense of being ignored, which damages trust.

The consultation highlighted gaps in this area, with the main barrier to giving feedback being that residents felt their views would not be acted on or taken seriously. To improve we will work with the wider organisation to strengthen how resident feedback is listened to and acted upon, making sure of a more consistent approach.

We will:

- **Act on what residents are telling us.**
- **Increase satisfaction with how we listen and act.**
- **Provide evidence that we act on residents' feedback in an honest and timely way.**

We will achieve this by:

- Agreeing a consistent process with all service areas for collecting, recording and sharing feedback and outcomes following consultation and engagement.
- Setting clear timelines for service areas to submit feedback and outcomes to the Tenant and Leaseholder Involvement Team.
- Creating a standard evaluation template for service areas to report outcomes and learning from consultation and engagement activity.
- Explore new systems to help monitor wider service area actions and hold teams to account for responding to resident feedback.
- Introducing a clear ‘We listened, we acted, so what?’ process after each consultation, making sure updates are shared with participants and published through agreed channels.
- Implementing an appropriate service standard: an acknowledgement within two weeks and an outcome or progress update within six to eight weeks (or an explanation of delays and a new update date), applied to all consultation and engagement activity, including one-off engagement such as focus groups and surveys.



Communicating clearly and effectively

“Please be honest and transparent — don’t take me around in circles...”

More than 400 people asked for improvements to be made to how we communicate and provide them with feedback.

Communication underpins listening and acting. Residents need clear, jargon-free information delivered in ways that meet their needs. While digital channels offer speed and convenience, not all residents want or feel confident using them. A range of options, including post and telephone, must remain available.

Equally important is the clarity of content and the ease of contact. Residents want simple, streamlined communication, improved internal communication and, where possible, a single point of contact.

We will:

- **Improve communication with residents by using clear, jargon free language and contacting them using their preferred method(s) of communication.**
- **Create a consistent and meaningful approach to how we provide feedback and updates to residents following consultation and engagement.**
- **Work with the wider organisation to improve internal communications about resident influence and engagement.**

We will achieve this by:

- Developing a Resident Influence communications plan to make sure of clear, consistent and timely messages across all Housing Services.
- Co-creating Resident Influence service standards, including how and when we’ll contact residents using their preferred method of communication.
- Check and update resident contact preferences on NEC from data held in other systems.
- Review and refresh Jargon Busters and explore the creation of Plain English champions.
- Research best practice across the UK and national campaigns around Plain English (Plain English Campaign) to strengthen our approach to clear communication.
- Remove barriers to contact by improving TLI phone accessibility and making sure all contact routes are clear, reliable and consistently staffed.
- Reduce communication overload by issuing a single consolidated What’s on / Ways to have your say bulletin (for example, monthly), written in Plain English and aligned to tenant preferences.
- Improve local visibility through area-based newsletters, refreshed communal notices / leaflets, and making sure TFT (lift) screens carry up-to-date information.
- Pilot a single point of contact within TLI to improve service delivery and staff accountability, exploring success with wider services.
- Introduce a cross-service Resident Influence handover process so tenant issues aren’t bounced between teams (standard signposting, ownership rules, escalation routes).



Ensuring accessibility and inclusion

“Recognise that individuals with more than one disability will have more complex access needs...”

54% of residents reported having a disability or long-term health condition.

Housing Services serves a diverse community. Barriers such as language, disability, childcare and work commitments shouldn't prevent residents from participating. Engagement and consultation must be accessible and inclusive, offering a needs-led variety of ways to get involved. While a shift to digital is a positive, effective and efficient approach, we must exercise caution and avoid a digital-only offer.

Meeting individual needs may require resources, but this is essential to make sure of fairness and to comply with the required standards.

We will:

- **Provide opportunities to get involved and influence decision making, that are accessible and inclusive.**
- **Work with residents to co-design inclusive engagement approaches, making sure solutions reflect lived experience.**
- **Monitor and review participation data to identify underrepresented groups and take targeted action to improve inclusion.**

We will achieve this by:

- Using findings from the Equality Impact Assessment to identify underrepresented groups and make sure our engagement activity proactively addresses gaps.
- Developing a clear 'reasonable adjustments offer' that sets out alternative ways for tenants to engage if they cannot use digital channels, including face-to-face options, paper-based engagement, telephone routes, interpretation / translation support and help with completing forms.
- Monitoring participation data across all involvement activities and introducing targeted outreach for groups or areas where residents are underrepresented.
- Working closely with disability groups, including Disability Inclusion Group, to peer-review our approaches and make sure of best practice in accessibility and inclusion.
- Exploring training opportunities for residents and staff on disability and inclusion, such as BSL, Braille and learning disability awareness.
- Working with community organisations, cultural and youth groups, and support services to co-design approaches that reflect lived experience and remove barriers to involvement.
- Making sure information and engagement materials are available in accessible formats, including Plain English, large print, easy-read, audio and translated versions as required.
- Delivering engagement in local, familiar and accessible venues across estates, with varied timing to accommodate different needs and lifestyles.
- Working with the wider organisation around how we record information about our residents' needs, so that we can appropriately support them to engage and give their views.



Recognising and supporting resident volunteers

“We want all staff to know who we are as Neighbourhood Representatives, and get what we do...”

53% felt we should offer incentives and recognition to those who give their time to help improve services.

Resident volunteers play a vital role in shaping and improving services. Their time and effort must be valued and supported. This can be in various forms – from covering out of pocket expenses and transport, sending thank you letters, providing certificates, offering bespoke training opportunities, personal development and other rewards or incentives.

Residents want their contributions respected and acknowledged. Providing ongoing support, volunteer networks, and rewards will help sustain involvement.

We will:

- **Provide meaningful support, recognition and incentives for our volunteers.**
- **Make sure the wider organisation values and respects our residents' voices.**
- **Embed a culture of accountability across the whole of Housing Services: making resident influence everybody's business.**

We will achieve this by:

- Exploring and introducing a new recognition and incentive scheme based on the time and commitment residents contribute.
- Recording volunteer hours accurately so contributions are recognised and can inform future support and incentive schemes.
- Increasing internal and external visibility and recognition of resident volunteers, celebrating their contributions through agreed communication channels and events.
- Carrying out a full resident-led review of the Tenant Academy to make sure it supports meaningful involvement and meets residents' needs.
- Developing a staff training package co-delivered with involved residents to build understanding, empathy and a stronger culture of resident influence.
- Embedding resident influence into staff induction and ongoing development to make sure the wider organisation values and respects residents' voices.
- Working with service managers to make sure of timely and respectful responses to volunteer input, supporting a culture of accountability across Housing Services.



Improving services

“Publish the actions that have been taken from suggestions...”

Residents told us they want clear response times, timely updates, and evidence that their involvement leads to better services. Improving Services therefore sits across all themes as a direct response to what residents told us.

Organisation wide, service improvement is the outcome you can achieve if you get all other themes right. By listening, acting, communicating, and making sure there is accessibility, the residents' voice will influence continuous improvement across Housing Services.

We will:

- **Produce and share evidence with residents in a timely way of how and when resident feedback has influenced decision making and delivered a positive change on Housing Services, Policy or Strategy.**

We will achieve this by:

- Regularly reviewing service performance and identifying opportunities for improvement across Housing Services.
- Tracking and recording service improvements that result directly from resident feedback.
- Sharing regular and clear updates with residents about improvements made, using agreed communication channels such as newsletters, digital updates and 'we listened, we acted' summaries.
- Publishing an Annual Impact Assessment so residents can clearly see what has changed as a result of their feedback overall.





Part five: How we'll measure success

Measuring success is essential to understanding whether this strategy is strengthening resident influence, building trust, and improving services.

We will use a mix of quantitative, qualitative and regulatory measures to assess progress.

Tenant satisfaction and perception measures

We will track how well residents feel listened to and informed by monitoring these Tenant Satisfaction Measures (TSMs) and using the results to drive improvement across Housing Services.

We aim to increase satisfaction year on year, and we will share these results openly with residents, staff and the Housing Assurance Board to make sure of transparency and accountability.

Key indicators include:

TSM: Listens to tenants' views and acts upon them.

TSM: Keeps tenants informed about things that matter.

Participation and inclusion monitoring

We will monitor how many residents take part in involvement activities and whether participation reflects the diversity of our residents. This will help us identify where engagement is strong and where targeted action is required. This information will help us strengthen inclusion and adjust involvement methods where participation is low.

Key indicators include:

Participation figures for all residents who have been involved in any way, including those taking part in surveys, one-off activities, and more formal structures and groups.

Demographic breakdown of all participants to assess representation and identify underrepresented groups.

Number of requests met for accessible materials, including for translation, large print and other formats.

Evidence of listening, acting and communicating

We will track how effectively resident feedback leads to real change and influences services. This helps make sure of accountability, builds trust and shows residents how their input is shaping decisions.

Key indicators include:

Number and visibility of 'We listened and acted' updates.

Demonstrable service changes linked directly to resident voice.

Complaints, learning and service improvement
Complaints provide valuable insight into where services are not meeting expectations. We will track complaint patterns and the learning taken from them to drive change.

This approach enables us to act on what residents tell us, improve services and provide assurance to regulators.

Key indicators include:

Volume and themes of complaints.

Evidence of learning being embedded within service areas.

Reduction in repeat complaints.

Monitoring of delivery and impact

Progress will be monitored in line with the co-created implementation plan to make sure of accountability across Housing Services and provide timely support where needed.

We will report progress clearly and consistently across the organisation and to residents, ensuring ongoing transparency, strong governance oversight, and alignment with regulatory expectations and best practice.

Key indicators include:

Quarterly monitoring and progress updates against the implementation plan to HAB.

Resident Influence Panel evaluation of progress at end of first year.

Annual Impact Report (Listening to our residents and acting on what they tell us), incorporating outcomes and impact data, our performance against consumer standards relating to Resident Engagement and KPIs listed in the Theory of Change (ToC).



Appendices

Appendix one: Resident Influence Strategy Implementation Plan

This Implementation Plan sets out how each priority within the Resident Influence Strategy will be delivered. For each priority, it outlines our key objectives, the actions we will take to achieve them, and the measures we will use to track progress. This plan will be co-owned by residents and Housing Services and monitored quarterly to make sure of ongoing accountability, transparency and meaningful improvement.

Priority	We will achieve this by:	Measures
<p>Listening to our residents</p> <p>We will:</p> <ul style="list-style-type: none"> • Make sure residents know how to provide feedback. • Encourage more residents to share their views. • Improve engagement methods. 	<ul style="list-style-type: none"> • Reviewing and improving our engagement offer, including the Menu of Involvement. • Learning from best practice in other sectors. • Carrying out an annual TLI survey. • Increasing internal and external awareness of involvement opportunities. • Improving engagement with under 25s, including partnership work with NCHA. • Developing a framework for post-engagement evaluations. • Delivering estate-based roadshows and community pop-ups. • Building a staff / volunteer skills register. • Mapping all feedback routes and exploring systems to improve consistency. 	<ul style="list-style-type: none"> • TSM: The landlord listens to tenants' views and acts upon them. • TSM: The landlord keeps tenants informed about things that matter to them. • Participation numbers across involvement activities. • Demographic representation and diversity of participants. • Quarterly progress against implementation plan.

Priority	We will achieve this by:	Measures
<p>Acting on resident feedback</p> <p>We will:</p> <ul style="list-style-type: none"> • Act on what residents tell us. • Increase satisfaction with how we listen and act. • Provide clear evidence of action. 	<ul style="list-style-type: none"> • Agreeing a consistent process for collecting, recording and sharing feedback. • Setting timelines for service areas to return feedback. • Creating a standard evaluation template. • Introducing a system to monitor actions and hold teams to account. • Introducing a clear 'We listened, We acted' process. • Implementing a two stage follow up standard (two week acknowledgement, six to eight week update). 	<ul style="list-style-type: none"> • Number of We listened, we acted updates. • Timeliness of follow up after engagement. • Demonstrable service changes linked to resident voice. • Evidence of learning being embedded in service areas.
<p>Communicating clearly and effectively</p> <p>We will:</p> <ul style="list-style-type: none"> • Improve clarity and use of preferred communication methods. • Provide consistent feedback after engagement. • Improve internal communication about resident influence. 	<ul style="list-style-type: none"> • Updating contact preferences. • Refreshing Jargon Busters and promoting Plain English. • Improving TLI phone line accessibility and clarity. • Consolidating updates into a monthly bulletin. • Improving local visibility through newsletters and screens. • Establishing TLI service standards for feedback. • Piloting a single point of contact. • Introducing a cross service Resident Influence handover process. 	<ul style="list-style-type: none"> • TSM: The landlord keeps tenants informed about things that matter to them. • Timeliness of updates to residents. • Quarterly progress against implementation plan.

Priority	We will achieve this by:	Measures
<p>Ensuring accessibility and inclusion</p> <p>We will:</p> <ul style="list-style-type: none"> • Provide accessible and inclusive opportunities. • Co-design inclusive approaches with residents. • Monitor participation and target underrepresented groups. 	<ul style="list-style-type: none"> • Working with disability groups such as DIG. • Exploring training for residents and staff (BSL, Braille, LD awareness). • Developing a reasonable adjustments offer. • Using EIA findings to target gaps. • Monitoring participation data and targeting underrepresented groups. • Working with community, cultural and youth groups. • Providing accessible formats. • Delivering engagement in accessible local venues with varied timings. 	<ul style="list-style-type: none"> • Demographic representation and diversity of participants. • Requests for accessible formats met. • Improvements in satisfaction linked to inclusive engagement.
<p>Recognising and supporting resident volunteers</p> <p>We will:</p> <ul style="list-style-type: none"> • Provide meaningful support and incentives. • Make sure the organisation values residents' voices. • Embed accountability across Housing Services. 	<ul style="list-style-type: none"> • Resident led review of the Tenant Academy. • Recording volunteer hours accurately. • Exploring and testing a new incentive scheme. • Staff training co delivered with residents. • Increasing internal visibility and recognition of volunteers. • Embedding resident influence expectations into staff induction and development. • Making sure service managers respond respectfully and promptly to volunteer input. 	<ul style="list-style-type: none"> • Annual assessment of delivery and impact. • Quarterly progress against implementation plan. • Participation and involvement numbers (volunteer activity).

Priority	We will achieve this by:	Measures
<p>Improving services</p> <p>We will:</p> <ul style="list-style-type: none"> • Provide evidence of how resident voice leads to service improvement. 	<ul style="list-style-type: none"> • Reviewing service performance to identify improvement opportunities. • Tracking and recording improvements resulting from resident feedback. • Sharing updates through newsletters, digital updates and 'We listened, We acted'. 	<ul style="list-style-type: none"> • Demonstrable service changes linked to resident voice. • Reduction in repeat complaints. • Quarterly progress against implementation plan.

Appendix two: Further information on strategy development and context

Appendix three: Housing Services' Menu of Involvement

Appendix four: Resident Influence Strategy Consultation – Summary of Feedback

Appendix five: NCCHS Resident Influence Strategy Equalities Impact Assessment



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