

# Engagement Framework

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# Our Commitment

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At Settle, we focus on residents first. This means we involve residents in decisions that affect their homes, communities, and services. We want to give every resident a real say, making sure their feedback brings about real change. A strong community is more than just providing good homes – it's about listening to what people have to say, acting on their feedback, and working together to create places everyone is proud to call home.

Programs like our Big Door Knock, which is in its sixth year, and early Tenant Satisfaction Measures surveys since August 2022 show our commitment. Through this framework, we work to strengthen connections between Settle, residents, and colleagues, based on trust, shared responsibility, and constant improvement.

Residents know their communities best and play an important role in helping us improve. By making engagement a top priority, we create an environment where residents' ideas lead to real, positive changes.

We make sure that our resident engagement meets all regulatory requirements, and we're always focused on being transparent and accountable. We use surveys, like the Tenant Satisfaction Measures, to regularly check how residents feel about our services and make improvements based on their feedback.

By following these rules, we make sure that every resident's voice is heard and acted upon. Our work with organisations like Tpas also helps us make sure that we're doing everything we can to engage residents in meaningful ways.

## Inclusion, Support, and Accessibility Statement

We believe everyone should have the chance to get involved in improving the services we provide and the communities we serve.

We're committed to making sure all residents, no matter their background, needs, or situation, can take part in ways that work best for them.

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# Why Resident Engagement Matters

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Engaging with residents is more than just collecting feedback—it's about building a real partnership between Settle and the people who live in the communities we serve. Engaging with residents helps us in many ways:



## Better Services

Listening to residents gives us the insights we need to improve our services and better meet their needs.



## Increased Pride and Responsibility

When residents help shape the services they receive, they feel prouder of their homes and communities. This shared responsibility helps build a stronger, more connected community where everyone feels invested in success.



## Stronger Trust

When residents see that their feedback leads to real changes, they trust us more.

# Your Influence, Real Impact

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At Settle, listening to residents and making sure you have a voice is really important to us. We're always learning from residents to make sure we're creating homes and communities that truly meet your needs. One great example of this is our neighbourhood design toolkit, which we created in partnership with the Voice of the Resident panel and the Tenant Participation Advisory Service (Tpas).

During this project, residents worked with us to help shape new housing developments by creating the toolkit. It's a guide that helps us check how well future housing projects will work for the people living there. It looks at things like how easy it is to get around, whether there are good local facilities, how clear the signs are, and how well the development fits into the neighbourhood.

Residents were at the heart of this project. Members of the Voice of the Resident panel joined workshops and field visits, sharing what they thought was important for a community. We also surveyed nearly 550 residents who had moved into new homes in the last two to five years, learning what they loved about their homes, how connected they felt to their neighbourhoods, and how easy it was to get around.

The first development to be checked using the toolkit was approved by our executive team. This project did well because it included features that residents said were essential, like good transport links, green spaces, and places for the community to gather.

The toolkit is just one example of how getting residents involved makes a real difference at Settle. It shows how your input helps us create better homes and communities where people are proud to live. For more information, visit our website <https://www.settlegroup.org.uk/>





# Ways To Get Involved

At Settle, we believe everyone should have the chance to get involved in shaping the services we provide and the communities we serve. To ensure there's something for everyone, we offer a variety of ways to participate, no matter your preferences or needs. Whether you want to join a formal group, share your ideas online, or get involved in community events, there's an opportunity for you to make a difference.

We have groups like the Voice of the Resident (VoR) Panel and the Green Panel, where residents can contribute by helping shape decisions and offering their perspectives. These panels are open to everyone, and we provide support to make sure anyone who wants to join can take part. For those who prefer an online platform, we offer Settle Connect, an easy way for residents to provide feedback regularly on a variety of topics.

If you're someone who prefers attending events in person, you can get involved in activities like the Big Door Knock, where residents meet with Settle colleagues, or through other face-to-face community-based opportunities. We also ensure that everyone has access to materials in formats that work best for them, whether it's through printed updates or translations into other languages or larger print.



# Supporting Your Involvement

We know that getting involved can sometimes feel a bit daunting, so we make sure everyone has the support they need. Whether you're new to this or already involved, we're here to help you feel comfortable and confident. We offer different ways to take part and make sure you have the right support so that every resident can share their thoughts, help make decisions and play a role in improving the community.

At Settle, we support residents with the tools and confidence to shape their communities, drive their own initiatives, and lead groups that make a real impact. Whether it's influencing our services, reviewing policies, or running neighbourhood projects, we're here to help make it happen.

We're also proud to support initiatives like the Four Million Homes program, which offers free knowledge, guidance, and training to help residents understand and speak up for their rights.

Plus, we work with Tpas, the UK's largest tenant engagement organisation, so residents can access helpful resources, training, expert advice, housing updates, and even a free helpline. This helps residents get heard by decision-makers and create positive changes in their communities.





# Improving Together

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Engagement isn't just about hearing ideas; it's about acting on them. To keep improving, we:

- Regularly review how we engage with residents and look for ways to include more people.
- Listen to people with different experiences to make sure our approach works for everyone.
- By focusing on inclusion, support, and accessibility, we make sure every voice is heard and build communities where everyone feels they belong.

We're committed to always improving how we engage with residents. To make sure we're meeting expectations, we will track several important things:

- Resident Satisfaction: We will regularly conduct surveys, including TSM and transactional surveys, to measure how satisfied residents are with our services and engagement processes. This will give us a clear picture of what's working well and where we need to make improvements.
- Trust and Accountability: We'll track how trust between Settle and residents grows over time, focusing on whether residents feel we're listening and acting on their feedback.
- Engagement Levels: We'll monitor how many residents are joining engagement activities, including surveys, feedback groups, and leadership roles. This helps us make sure we're reaching a wide range of residents.





# Meeting Regulatory Requirements

At Settle, we follow the rules set by the Regulator of Social Housing (RSH) to make sure we are doing things right. Our goal is to go above and beyond these rules to make sure residents have a real say in the services they get. We always listen to our residents and act on their feedback to improve our services.

There have been many changes in the rules recently, and these changes help make sure residents' voices are heard. The Social Housing (Regulation) Act 2023 gives the regulator stronger powers to enforce the rules that housing providers must follow. This helps make sure that residents' needs are always a priority. The new rules, called Consumer Standards, include:

- **Safety and Quality:** Housing providers must make sure homes are safe and of good quality.
- **Transparency, Influence, and Accountability:** Housing providers must be open with residents, treat them fairly, and allow them to have a say in decisions. This also means residents can hold their landlords accountable for how they run things.
- **Neighbourhoods and Communities:** Housing providers must work with others to make sure communities are safe, well-kept, and people feel secure in their homes.
- **Tenancy Rules:** Housing providers must manage tenancies fairly and make sure they are allocated in the right way.

A big part of these rules is the Tenant Satisfaction Measures (TSMs). These are surveys that help us understand how residents feel about services like repairs, communication, and customer service. These surveys allow residents to make sure we are doing our job right, and it helps build trust.

At Settle, we are committed to creating safe, inclusive, and transparent communities where residents are heard, and their wellbeing is a top priority. We respond promptly to reports of damp and mould, and are prepared to meet future legislative changes. The Better Social Housing Review highlights the importance of equality, diversity, and inclusion - values that Settle fully embraces to ensure residents have a say in decisions. We also remain focused on meeting the review's key recommendations through the services we deliver. Through the Complaints Handling Code, we ensure complaints are handled fairly and transparently, always learning from feedback to improve.

# Our Engagement Principles

We base our engagement with residents on five core principles that ensure residents are included in decision-making. These principles also follow the rules set out by consumer standards. They make sure our engagement is accessible, effective, and meaningful for all residents.



## Transparency

We believe in clear and honest communication. Residents will always know about the decisions being made, how their feedback is influencing those decisions, and what changes come from the engagement they're part of. The consumer standards require transparency, so residents understand their rights and the processes that affect them.

## Collaboration

Working together with residents and colleagues is key to finding solutions that work for everyone. Consumer standards promote resident involvement in decision-making, recognising that residents are the best people to give insights on what's needed in their communities.



## Inclusivity

Every resident deserves a chance to be heard and treated fairly. No matter your age, religion, sexual orientation, or whether you have a physical or mental disability, or your background, circumstances, or where you live, your voice matters. This principle matches the consumer standard of inclusivity, which ensures services are available to everyone, especially those who are often left out.



## Responsiveness

Listening is just the beginning. We make sure that feedback leads to real action. Consumer standards also emphasise the importance of responding quickly to concerns and suggestions, holding us accountable for making improvements based on what residents say.



## Sustainability

We're not looking for quick fixes. We want to create long-lasting changes that can grow with our communities and the housing sector. Consumer standards stress the need to regularly assess and adapt services to meet changing needs.





# How Residents Can Get Involved

We know that everyone's life is different, so we offer many ways for residents to get involved. Whether you want to stay informed or be more involved in making decisions on the services we provide to the contractors we work with, there are options for everyone:



## Stay Informed

- Email and Website Updates: Residents will receive regular updates about services, upcoming events, and ways to get involved.
- Service Updates: We send out newsletters every few months, available in email and paper form for those who aren't online.
- Settle Connect: This is our online platform where residents can engage with Settle and share feedback on topics that matter to them.

## Share Feedback

- Surveys and Polls: Quick surveys and polls help us understand how we're doing and what we can improve.
- Transactional Surveys: After a service interaction, residents can fill out a short survey to share how their experience was.
- Tenant Satisfaction Measures (TSM): These surveys measure satisfaction with things like repairs, communication, and customer service.
- Complaints and Compliments: We encourage residents to let us know when something goes wrong so we can fix it. We also love hearing when things go well—positive feedback helps us recognise great service and spread good ideas.

## Collaborate

- Big Door Knock: Every few months Settle colleagues, including our leadership team, visit communities to speak directly with residents, listen to their concerns, and gather their ideas. This initiative brings all Settle colleagues to the communities and the decision-makers to residents' doorsteps, ensuring every voice is heard in person.
- Neighbourhood Action Weeks: These weeks focus on making a positive impact in different communities every few months. Residents help make changes by working with us and local partners through various activities. Past activities have included working with schools, cleaning communal areas, holding drop-in sessions, and partnering with police and fire services.



## Leading the Way:

We offer residents passionate about making a difference opportunities to get involved and help drive change in their communities, working closely with Settle to improve services and create lasting impact.

- Resident Panels: Residents can join panels like the Voice of the Resident (VoR) Panel, which helps improve services, or the Green Panel, which focuses on environmental sustainability. We also have an internal panel made up of colleagues who are also residents, and they work to improve services, satisfaction, and processes with a resident-first approach.
- Settle Connect Members: This group is made up of residents who regularly provide feedback on different topics, from policy reviews to testing new services. It's a direct line for residents to share their thoughts on important issues.
- Independent Committee Members: We currently have two residents on the Operations Committee, ensuring residents have a voice and influence at a leadership level. These members work with our senior team to make sure we're delivering on our promises and making changes that matter to residents.
- Co-creating Services: Residents also have the opportunity to work alongside Settle in developing new services or service offerings. We invite all residents to participate in workshops, brainstorming sessions, and focus groups, where their real-life experiences and needs can help shape and improve services. When extending contracts, we will continue to engage with residents to gather their feedback, using this input to help shape the terms of the extension. This ensures that services remain effective, relevant, and aligned with the needs of the people who use them.

# Closing the Loop

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At Settle, we believe in keeping residents informed about how their feedback leads to real change. We're committed to sharing regular updates on what's different because of their input. You'll see real examples and stories showing how residents' ideas have shaped our services.

Stay in the loop with our “we said, we did” updates on the Settle website and Settle Connect. These updates will highlight the changes we've made based on feedback, so everyone can see how their voices are making a difference.



# Final Thought

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At Settle, engagement isn't just a process - it's a core value. By working together with residents, we aim to create a community where every voice counts, every opinion is valued, and everyone has a say in the future of their home and neighbourhood. Together, we can build a stronger, more connected community where residents thrive.

