

Resident Engagement Strategy

1. Our Approach

Providence Row Housing Association is committed to empowering our service users and tenants and supporting their independence. Our empowerment approach is enshrined in all working practices. This is to ensure that every individual service user from the onset of access to PRHA is not a passive recipient of support rather is enabled to learn and gain skills to influence both individual support outcomes and the running and delivery of services.

We believe that by ensuring all tenants are well informed so they can communicate their needs and views so to make informed choices is key to empowerment. We commit to consult with service users about the services we provide and offer a menu of choices to be involved in the running of both individual services and the management of the organisation.

PRHA believes that a robust policy, procedure and practice framework is the cornerstone for achieving meaningful service user involvement & Empowerment.

PRHA's framework has been developed around 3 key methods of participation.

PRHA's Service User Involvement & Empowerment Framework

Service User Involvement and Empowerment Policy **CS61**

Resident Engagement Strategy **C62**

Informing Services Users Policy **CS63**

As an organisation we see service user involvement and empowerment as a fundamental right of all services users. We are committed to providing choice and ownership to all service users in regards to methods of empowerment and involvement and so thus our menu and choices of involvement will be regularly reviewed to ensure relevance to our service users.

PRHA sees commitment to User Participation from the board to front line staff member as key in delivering this User Involvement & Empowerment Framework.

This commitment is underpinned by PRHA's Strategic Plan and core values. PRHA will always recognize it is in a position of 'Power' by virtue of being the landlord and/or support provider to its service users and will keep this issue in mind through all of its activities in order to facilitate full user empowerment.

2. Key Principals

PRHA will refer to the ladder of service user employment in all support and consultation work. This will ensure we are at all times aware of the level of power sharing, decision and actions service users are able to influence.

Ladder of Service User Involvement & Empowerment

Full Control	Service users control decision making at the highest level.
Sharing Power	Service users share decisions and responsibility, influencing and determining outcomes.
Participation	Service users can make suggestions and influence outcomes.
Consultation	Service users are asked what they think but have limited influence.
Information	Service users are told what is happening but have no influence.
No Control	Service users are passive consumers.

3. Policy Aim

Through the delivery of this policy we aim to ensure that all service users are made aware of their right to be involved in the delivery of services. PRHA aims to ask service users how they wish to be involved, how often they'd like to be consulted, when, where it should take place and at what level. We will work with individuals and groups of service users to shape involvement opportunities so that they are meaningful and inclusive. We will endeavour to ensure every opportunity a service user takes up is meaningful and contributes to personal development and learning.

Through our existing structures we will continue to involve service users in governance structures through both board membership and Service user Advisory Panels. PRHA recognises that services users are ultimately the experts in their services. They know what services they need, what works and what does not work.

4. Vision & Action

PRHA will regularly review the consultation and involvement framework to ensure that it at all times remains effective and meaningful. On an annual basis in partnership with service users we will undertake a User Involvement and Empowerment Impact Assessment. This assessment will scrutinise satisfaction with involvement opportunities, profile of those represented at events and consultation meetings and assess against current action plans.

Through our Involvement and Empowerment framework we will ensure that:

- Service users are involved in the development of current and new services.
- In the production and audit of quality standards we involve service users in this process.
- Minutes of all meetings and events clearly outline how the views of our residents, service users and tenants have been taken into account.
- We will seek the views of service users on an annual basis on satisfaction in regards to the opportunities available for becoming

	CORPORATE POLICY & STRATEGY Providence Row Housing Association	Resident Engagement Strategy VERSION: 2
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involved. This survey will also cover current methods and mechanisms in place for consultation.

- **Support:** PRHA is committed to ensuring that support is available in order for all our residents, tenants and service users to take part in participation and consultation meetings and events. This may include covering travel costs, support workers accompanying service users to events, and practical assistance such as the provision of audio loop systems.
- **Training:** PRHA recognises the importance of the provision of training and coaching in order to contribute to the skills development of individuals so they can fully participate. Such training may include assertiveness, self-confidence, interviewing skills, or audit and monitoring skills. We will seek to accredit such training and coaching.

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