



Yenaa Housing

**Resident engagement
strategy
September 2022**



213 SOHO ROAD BIRMINGHAM B21 9SX



www.yenaa.co.uk



0121 6616 331



operations@yenaa.co.uk

Resident engagement Strategy

Introduction

Whilst the accommodation we provide should be a short-term gap for residents. It is increasingly becoming a more long-term prospect as move on accommodation becomes harder to obtain. There has historically been a transient view of the service users accessing Exempt supported accommodation and in some cases, this is still apparent. However, with our model we feel a better compatibility assessment has meant tenancies are less likely to fail. We also have a on-site model where support staff spend considerable periods of time in the accommodation which, in turn makes them very visible and easy to access.

There will always be individuals who do not want to contribute to house meetings or provide group outcomes. However this does not meant we should not explore other ways for service users to contribute.

What we're doing	Why	outcome
Develop the use of new and existing technology to give more residents the opportunity to engage, share their views help us improve services.	Ease of use and accessibility for individual service users.	Has provided an anonymous space for us to gain feedback and data regarding our performance. Allows Service users to leave suggestions
House meetings	Enables service users to take ownership of specific aspects of their living space	Being able to set their own ground rules as a group of residents. Provide feedback to landlord
Feedback directly to RSL	To provide clear independent overview outside of yenaa framework	Enables service user to speak freely
Feedback in individual support sessions	Allows personal views to be sort and discussions regarding other residents and their impact on the shared living space.	More personalised approach to service e delivery and needs
WhatsApp groups for each property	Very accessible and cost effective way for residents to pass on information to support team and each other	Has developed collective conversation regarding their living space.

Aspirations and future plans

What we would like to develop	why	Projected outcome	Time scale
Create online form for feedback and complaints	Provide a digital record and ease of access for service users	Means service users does not need to discuss an issue and has direct access contribute	Jan 2023
Look at developing a online meeting for all service users to attend	Allows group discussion and ownership of meetings. Develop bespoke agendas	Collective accountability from senior management team	March 2023
Involvement in recruitment	Provide users perspective for potential candidates	It would enable service users to think about what's important to them and scrutiny of potential candidates.	Jan 2023
Develop notice boards possible digital notice boards	Would like to have a digital dashboard for service users to access	Provide up to date changes to service e or community opportunities	March 2023