



Yenaa Housing

Staff Engagement Policy

February 2022



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Policy Checklist	
Date of Implementation	Feb 22
Date of Last Review	Feb 26
Date of Next Review	Feb 28

1.Introduction

At the heart of Yenaa housing is its staff team. The model we operate ensures they are very present in the lives of our service users. The staff are always present in our properties. We believe this provides a crucial element to their ability to engage with all our service users. In our opinion it is vital that our service users know their support worker and have a clear understanding of how to contact them. We believe we represent both our service users and our community as a diverse group of individuals. This ensures engagement is reflective of the needs of our service users

2. Organisational Communication

We believe there should be no barriers to communication. Across all levels of the organisation. To ensure we meet this commitment all staff are provided with a work mobile phone and laptop so they can communicate and share information freely.

At present we have a number of designated communication tools we use regularly including:

Staff meetings:

These take place weekly for a 2-hour period and are designed to act as a forum to discuss any issues relating to the running and operating of the service along with a time to reflect on cases and practise. We have a culture of personal and team development through reflective practise. They are an opportunity for staff members to share ideas, good practise, and resources.

The meetings are regularly attended by one of the directors who always asks for feedback from staff on what is going well and what can be improved.

Individual supervision sessions

Whilst there is constant communication between the team each day. We also ensure that staff have the opportunity to have 1:1 supervision with the operations lead. This enables an environment which, recognises achievements but also sets developmental goals. The sessions are scheduled every 8 weeks. Although if requested or needed they can be accommodated at any time.

Communication groups (WhatsApp)

We have a communication group which, has all staff, managers, and directors as members. We can pass on information to each other, Share pictures of maintenance issues that require resolving. We also share resources that may benefit other service users. There is no

limitation on what is communicated and having the directors involved in the group it enables staff to communicate directly with them speeding up outcomes.

Engaging with wider services and other stake holders

Staff are encouraged to seek out specialist resources in the locality of the properties they are responsible for. We believe it is important for our staff to be present in the local community. Whether this be attending local meetings or being part of local online groups. This reduces the risk of stigmatisation for our service users and helps develop a sense of community responsibility for our service users to be positive citizens in our local community.

Conclusion

There are no barriers to communication between all individuals in the organisation. We have developed a culture of support and engagement across all aspects of the operation. We value the staff contribution and understand they bring with them a vast level of personal and professional experience.

There are always ways to improve engagement and participation of staff and as an organisation. We are a small team and believe that our current policy meets our needs effectively. We are always open to developing new ways to communicate and develop our service.