



RESIDENT INSIGHT

Resident Engagement Strategy Consultation

In September 2023 PCH carried out a first stage of consultation regarding a new PCH Resident Engagement Strategy, with 664 residents taking part. Using this feedback PCH drafted a Strategy with the aim of embedding the residents voice across all of our services. PCH then carried out further consultation to see if we'd met the residents needs for involvement. 246 residents provided feedback on the strategy proposals, which focused on the objectives.



How we listened



Both consultations were emailed to 9,823 residents, published on the PCH website and promoted via social media channels, with some residents also receiving the consultation by post, depending on their preferences. PCH also hosted a number of interactive Focus Groups with a focus on the principles and priorities for Resident Involvement.

What you said



You told us that the objectives of engagement need to be clear, that PCH need to deliver on our promises, and there needs to be a range of engagement methods used including online and in-person, as well as local opportunities and

training. You told us that more local engagement options are important, and that you like the resident training offer, whilst telling us that you feel PCH needs to advertise more widely how we support residents to be involved.

What we will be doing



The new Resident Engagement Strategy is the first to be 'PCH-wide' across all our services, with the first priority being to embed a culture of resident engagement throughout PCH.

The Strategies objectives are: Provide a range of tools to support engagement in all services; Deliver inclusive engagement with fair access; Deliver resident engagement that is high quality and value for money; Create partnerships that achieve investment in communities; Provide training

and support that empowers residents to be involved; Demonstrate listening to residents' voices and feedback the difference made.

There are new regulatory and statutory frameworks, implemented by the Regulator for Social Housing that PCH must adhere to. We will work collaboratively with our residents to meet these requirements and to ensure our Resident Engagement activities and Strategy continues to deliver our residents' expectations of the service.



You said, we did

You said: The aims and objectives of Resident Engagement need to be clear, and delivery against those aims obvious.

We did: During the second round of strategy consultation, this was a key focus for PCH to seek clarity. 69.69% (average) of respondents agreed or strongly agreed that the 5 objectives in the Resident Engagement Strategy are what you wanted to see from PCH.

You said: Do what we say we'll do. If PCH services don't meet what we say we'll do, there's no incentive for residents to give up their time to participate in engagement activities.

We did: PCH will evidence delivery through performance measures, Tenant Satisfaction measures, adherence to Tenant Participation Advisory Service (TPAS) Empowerment Standards, and commitment to achieve TPAS Landlord Accreditation. We will continuously consult residents on our services to ensure we are delivering high standards.

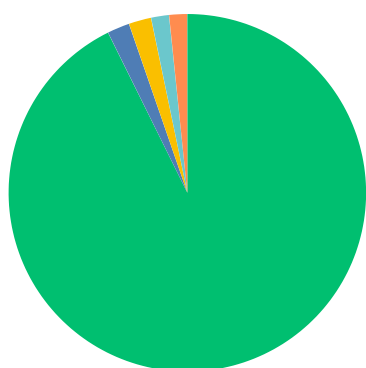
You said: Online involvement options continue to be a popular choice, with the recognition that this should not become the only form of engagement.

We did: PCH will continue to offer a consistent range of engagement options across all Resident Engagement opportunities, to ensure fair and accessible methods are embedded and utilised across all of PCH's engagement options.

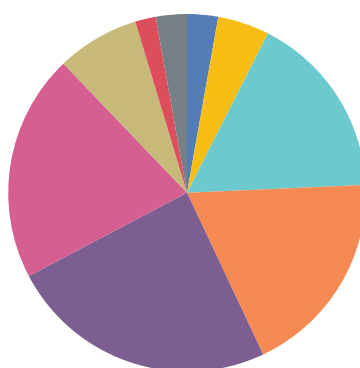
You said: More options for local engagement are important

We did: We have revised our approach to Community Development so we can deliver projects across the city. It will enable us to respond to requests and implement improvements outlined in Neighbourhood Plans. We will continue to work closely with partners to provide additional local opportunities to our communities.

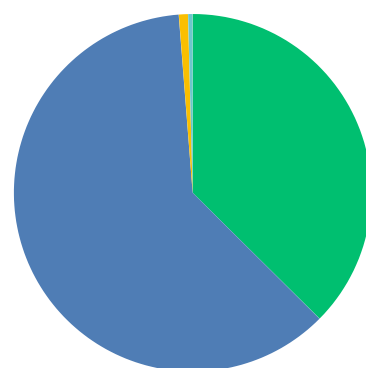
Resident profile



Tenant	228
Leaseholder	5
Shared Owner	5
Non-Tenant	4
Other	4



Under 16	0
16 - 24	3
25 - 34	5
35 - 44	18
45 - 54	20
55 - 64	26
65 - 74	22
75 - 84	8
85 +	2
PNTS	3



Male	91
Female	149
PNTS	2
Other	1

