



# Our Residents Strategy

# Contents

Welcome	2
Where are we now?	2
Vision for the strategy	3
Strategy objectives	4
Assessing the impact	4
Frequency of review	4

# Welcome

Welcome to South Liverpool Homes (SLH) People Strategy for residents. This strategy sets out our approach to customer engagement which will help us achieve the objectives of the corporate plan 2022 to 2027, and the four key objectives of People, Place, Planet and Pound.

Our vision is that we have engaged and included residents who can access a range of services to support their health, wellbeing and economic aspirations. In developing this strategy, we have engaged with tenants and stakeholders.

This strategy details the activities we will undertake to deliver and support our vision of:

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The services and support we provide underpin our core services. Everyone is affected by the cost of living crisis and there is nothing more important than a safe home, and residents who engage with us to ensure we are providing the right services that help them through the coming years.

# Where are we now?

## Current position

Our customers are facing the ongoing challenge of the cost of living and, as a result, we have seen an increase in access to our non-core services.

It is really important we listen to our residents to understand their priorities and focus our services on their needs. We have residents involved through our governance structure, on our Board, our customer services committee and our resident scrutiny panel.

It has been highlighted through our regulator and ombudsman that it is vital to know our tenants better. We will continue to work with our residents, to test their views through our surveys and events to ensure we are meeting the needs of the residents and providing the right services.



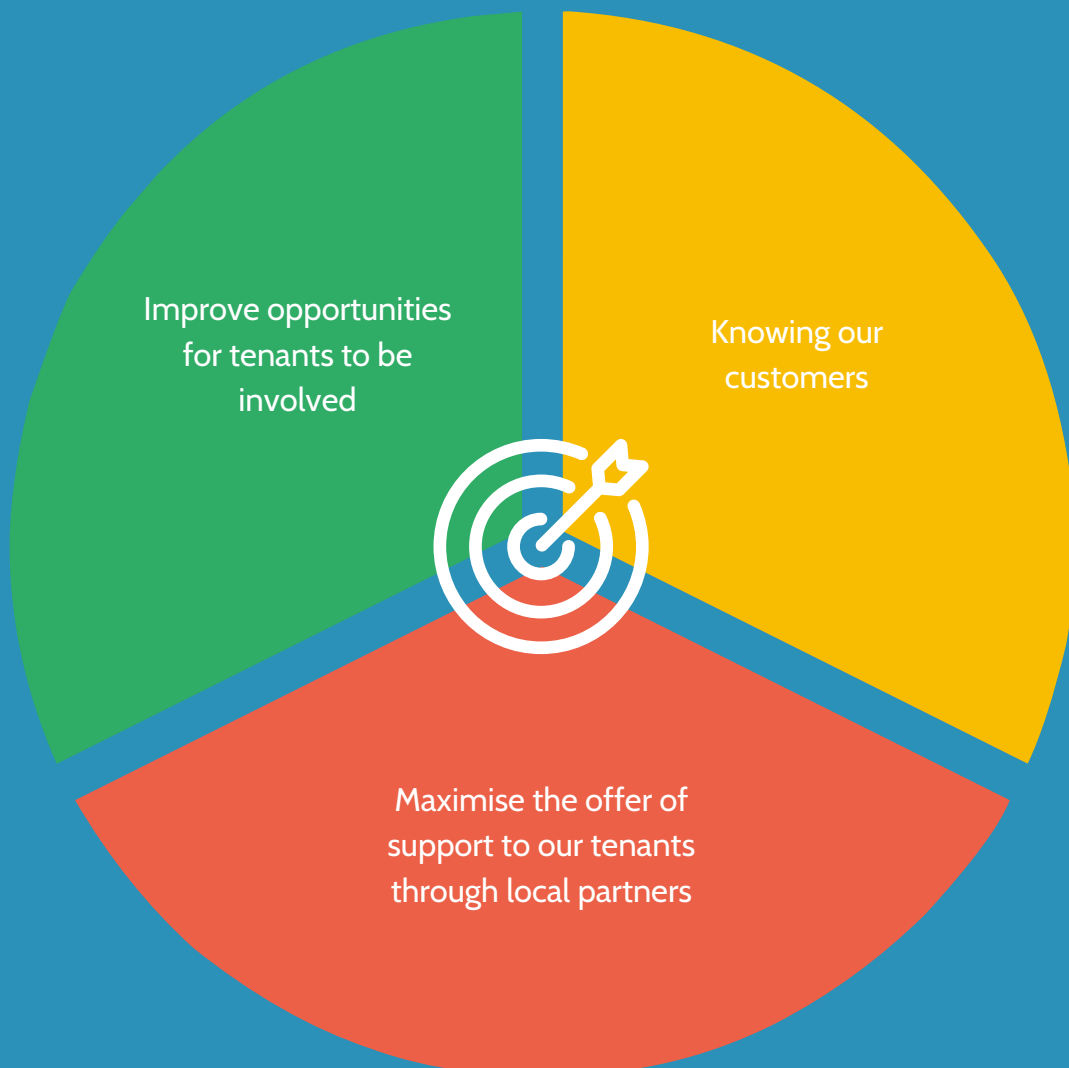
# Vision for the strategy

Engaged and included residents who can access a range of services to support their health, wellbeing and economic aspirations.

## Strategy objectives

Speke and Garston are becoming increasingly diverse. To ensure we are meeting our customers' expectations and aspirations we have committed to focus on the following key objectives over the next five years. We recognise the challenges faced by our residents and local communities and will work to support or enhance their abilities to be independent and a contributor to our communities.

We will continue to review and monitor this through the resident's voice and feedback through our scrutiny panel, and customers services committee and board, whilst learning from complaints.





## Improve opportunities for tenants to be involved

It is really important that tenants' views are heard, that our services meet their needs and they have the opportunity to shape our services. By improving the opportunities to be involved, we hope to increase the number of engaged tenants that feed into service delivery and improvement.



## Maximise the offer of support to our tenants through local partners

We recognise the importance of partnerships that help and benefit tenants and others in our communities. We will work with local partners to provide support to our tenants with opportunity to upskill and reach their employment capacity, and support them into employment.



## Knowing our customers

We aim to visit every home in the next 18 months, which will enable us to better understand the needs of the tenant. Feedback from these visits will help us shape and deliver effective services that meet the diverse needs of our tenants.

### To do this we will:

- Reduce complaints and improve overall customer satisfaction as well as satisfaction with complaints handling.
- Provide opportunities for tenants to upskill and progress to being job ready.
- Understand our tenants needs to improve service delivery.
- Engage tenants to improve service delivery.

## Assessing the impact

Progress against the strategic themes of the plan will be monitored by the board and customer services committee. A framework of audits and compliance checks are in place to ensure we are contributing to the overall corporate plan. Regular feedback to customers and staff will be posted using our digital channels and annual report.

## Frequency of review

Quarterly impact reports will be produced and will focus on two key areas:

- Accountability and transparency – how has this been demonstrated in the quarter? How many residents have been reached and what has happened as a result of this reach?
- Social impact – what the value of interaction and events has been in the period.

A report will be provided for EMT every six months.



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