



Residents' voices at the heart of what we do





Aasia Nisar

Scrutiny Coordination Group (SCG)

Our Scrutiny Coordination Group works with resident Scrutineers to review our services in-depth, giving us a resident perspective on how, when it's needed, we can make changes to improve them.



OVER
300
HOURS
volunteering
from **SCG**
members



OVER
180
HOURS
volunteering
from
Scrutineers



85
RESIDENTS
SPOKEN
TO
during
SCRUTINIES



78
EMPLOYEES
SPOKEN
TO
during
SCRUTINIES



“ We’re all committed to making sure the voices of residents are heard and that they receive great services from Sovereign. It’s about building a team: the Board, residents and employees agreeing a shared vision for the future.

It’s a genuine partnership, where residents and Sovereign are working together to make things better for everyone. ”

Joyce Ward
Chair of the Resident and Board Partnership

So far, the group's carried out four scrutinies:
**engaged resident structure; lettings; repeat calls;
complaints, empty homes and non-access/refusals.**

Some recommendations to come out of the scrutinies:

Lettings

- Create a plan to help teams promote properties that are taking longer to let.
- Continue discussions with local authorities on how to improve the housing nominations process.

Repeat calls

- Agree a Sovereign-wide definition of 'right first time' for repairs, in line with the housing sector.
- Make sure communications are clear and look at how we manage repair call-back requests.
- Report the average number of contacts before a repair's completed and agree a new performance indicator.
- Align all complaints compensation budgets so we can report on repairs compensation.
- In the future, develop a fully-automated residents' portal repair and appointment service.



“ It’s great to be able to review how Sovereign works, at such a detailed level. It does take a lot of time and effort to do these scrutinies but our Scrutineers and SCG members are really committed and Sovereign has put processes in place to help us get the most out of each review.

It means our voices as residents can be used constructively to recommend different ways of doing things when it’s needed. ”

Paula Grebot
Chair of the Scrutiny Coordination Group

Resident and Board Partnership (RBP)

Our Resident and Board Partnership has had a big impact on our policies and procedures. Members of the group have also shared their voices on the national stage, talking about subjects that affect all social housing tenants.



OVER
300
HOURS
volunteering
from **RBP**
members



10
POLICIES,
STANDARDS
and
STATEMENTS
reviewed



14
HOUSING
TOPICS
including homelessness
DISCUSSED and
REFLECTED ON



10
appearances at
MP events,
HOUSING
CONFERENCES
and
RESEARCH
MEETINGS

“ Having an engaged resident structure means we can be transparent about how we work and continue to build trust with our customers.

It's just amazing the amount of work our resident groups have done, in partnership with us. Through working with our residents at a strategic and operational level, as well as on the ground in our communities, we can really demonstrate the difference they've made.

The commitment they've shown and the outcomes they've achieved are really positive and I think it shows why our groups are award-winning. ”

Aasia Nisar
Community Engagement and Scrutiny Manager
Sovereign Housing Association



National voice

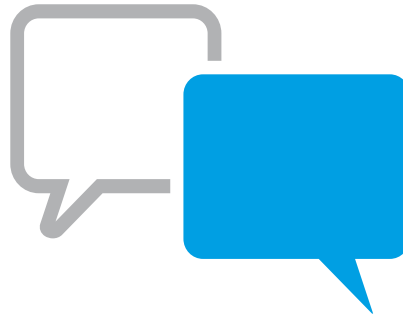
- Met **Dominic Raab**, MP, then Housing Minister
- Met **Alok Sharma**, MP, Minister of State for Employment
- Attended **Houses of Parliament** discussion on benefit of social housing to society
- Attended Chartered Institute of Housing's **Rethinking social housing** conference
- Hosted talks and input into National Housing Federation's **Great and trusted landlord** research
- Attended National Housing Federation's **Customer experience** conference
- Input into National Housing Federation's **Together with tenants** initiative
- Member Nick Williams has been invited to be part of **Consumer Standard Working Group** with Tpas - tenant engagement experts
- Member Joyce Ward is part of the new national advisory panel for the National Housing Federation, in line with the **Together with tenants** initiative





Reviewed and contributed towards:

- Anti-social behaviour policy
- Complaints policy
- Domestic abuse policy
- Empty homes standard
- Safeguarding policy
- Strategic review
- Succession policy
- Tenancy policy
- Tenancy fraud policy
- Value for money statement



Discussed and reflected on:

Anti-social behaviour

- Being a housing officer
- Communities
- Complaints
- Domestic abuse
- Homelessness
- Key performance indicators (KPIs) and seeking customer feedback
- Safeguarding
- Safety and compliance, particularly the topics raised from the Grenfell Tower tragedy
- Service charges
- Our Workplace strategy
- Supported housing
- Tenancy support
- Welfare reform and Universal Credit

Awards for our resident engagement

The dedication of our engaged residents, and the team that supports them, has been recognised across the housing and tenant involvement sector.

- UK Housing Award 2017/18 - **Outstanding approach to customer engagement**
- **Shortlisted**
- TPAS South 2018 - **Excellence in Tenant Engagement Award** - **Winner**
- TPAS National 2018 - **Excellence in Tenant Engagement** - **Finalist**
- Housing Heroes 2018 - **Tenant Innovator of the Year**
Joyce Ward, Chair, Resident and Board Partnership - **Highly commended**
- 24housing Awards 2018 - **Tenant Champion**
Joyce Ward, Chair, Resident and Board Partnership - **Highly commended**
- TPAS National 2019 - **Team of the Year**
Community Engagement and Scrutiny team - **Finalist**
- 24housing 2018 - **Housing's 40 over 40**
Aasia Nisar, Community Engagement and Scrutiny Manager - **Top 10**
- Tpas National 2020 - **Outstanding Tenant Engagement**
Inspirational Young Tenant - Team 10

Speakers

Residents and members of our engagement team have been invited to speak at numerous conferences and events, showcasing the effectiveness of our involvement model.

- **Accent Housing (2017)**
[Joyce Ward](#), Chair, Resident and Board Partnership
Our new resident engagement structure
- **National Housing Federation's governance conference (2018)**
[Aasia Nisar](#), Community Engagement and Scrutiny Manager
Our engagement journey
- **National Housing Federation's national summit conference (2018)**
[Aasia Nisar](#), Community Engagement and Scrutiny Manager
Panel expert on resident engagement
- **National Tpas conference (2018)**
[Aasia Nisar](#), Community Engagement and Scrutiny Manager
Our triangle of engagement
- **National Housing Federation's customer experience conference (2019)**
[Jenny Dykes](#), Resident Board member and [Luke Bingham](#), Divisional Director
How digital transformation can create a great customer experience

- **Future of Housing Conference (2020)**
[Aasia Nisar](#), Head of Resident Engagement
Lessons in tenant engagement
- **Building Safety Housing Conference (2020)**
[Joyce Ward and Matthew Greaves](#), Safety and Compliance Director
- **NHF Customer Experience in Housing Conference (2020)**
[Aasia Nisar](#), Head of Resident Engagement
- **24housing (2019)**
[Joyce Ward](#), Chair, Resident and Board Partnership
Tenant focus, article
- **NHF National Housing Summit (2019)**
[Aasia Nisar](#), Head of Resident Engagement
- **Advance Housing and Support (2019)**
[Joyce Ward](#), Chair, Resident and Board Partnership
How we created our 'triangle of engagement'
- **Chartered Institute of Housing conference (2019)**
[Joyce Ward](#), Chair, Resident and Board Partnership and
[Aasia Nisar](#), Community Engagement and Scrutiny Manager
Great tenant engagement



For the latest updates on what our
engaged residents have been up to,
please visit

www.sovereign.org.uk/involved

Sovereign Housing Association Limited

Sovereign House
Basing View
Basingstoke RG21 4FA

T 0300 5000 926
W my.sovereign.org.uk