

Easy Read Version

IronOak Resident Engagement Strategy



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What is this document?

This document explains how IronOak will listen to residents and involve them in decisions.

We want residents to:

- Feel safe and respected.
- Have a say about services.
- Tell us what is working well.
- Tell us what needs to improve.
- Help shape their communities.

Our Promise



We will:



✓ Listen to residents.



✓ Treat everyone fairly and with respect.



✓ Provide clear information.



✓ Ask for feedback and act on it.



✓ Explain how feedback has influenced our decisions.



✓ Make it easy for residents to get involved.



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Who Can Get Involved?

We want to hear from:

- Residents.
- Resident representatives.
- Family members or advocates where appropriate.
- People with additional support needs.
- Local community partners and organisations.



How Can Residents Get Involved?

Residents can:

- Complete surveys.
- Share feedback.
- Make a complaint.
- Join meetings or consultations.
- Speak with staff during visits.
- Take part in service reviews.
- Suggest improvements.

You can be involved as much or as little as you want.



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How We Will Communicate

We will provide information through:

- Letters.
- Posters and noticeboards.
- Telephone calls.
- Face-to-face meetings.
- Digital updates where suitable.
- Our website.

We will provide information before decisions are made whenever possible



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What We Will Ask Residents About

We may ask for your views on:

- Service improvements.
- Repairs and maintenance.
- Planned works.
- Communication methods.
- Changes to services.
- Resident satisfaction.

When works may affect residents, we will ask how disruption can be reduced and what support might be needed.



What We Cannot Ask Residents To Decide

Some decisions must be made by IronOak because they are:

- Required by law.
- Required by regulations.
- Technical or professional decisions.
- Emergency health and safety decisions.

When this happens, we will explain why.



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Different Ways We Support Residents

We Know Everyone is different. We can provide:

Large print
documents.

Alternative
languages.

One-to-one
support.

Support through
advocates or
support workers.

Easy Read
documents.

Different ways to
share feedback.



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Training and Support



If you would like to get more involved, we can help.



We may offer:



Information sessions.



Guidance about housing services.



Support to understand performance information.



Help to build confidence in sharing your views.



Independent advocacy support where needed.



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What Happens To Your Feedback?

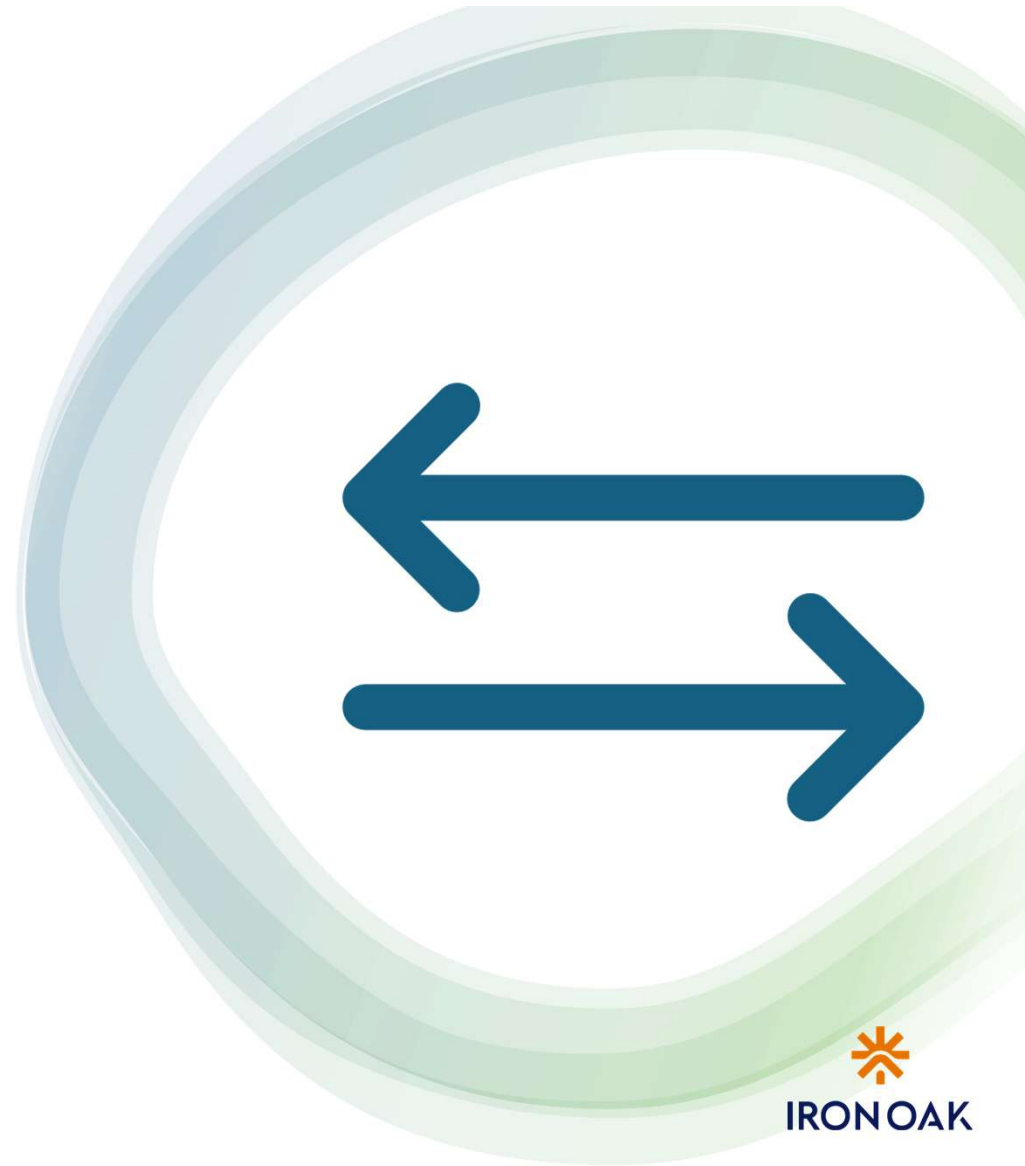
We will:

1. Listen to your feedback.
2. Record it.
3. Review it.
4. Use it to improve services where possible.
5. Tell you what action has been taken.

We call this:

"You Said, We Did"

This helps residents understand how their feedback has made a difference



How We Report Feedback

Important feedback and themes from residents will be shared with:



Managers.



The Executive Team.



The Board.

This helps make sure resident views influence decisions and service improvements.

How We Will Measure Success

We will check:

- How many residents get involved.
- Whether different groups of residents are represented.
- Resident satisfaction levels.
- How often we share "You Said, We Did" updates.
- Whether residents are influencing decisions.
- Whether information is accessible to everyone.



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Continuous Improvement

We will regularly review this strategy.

We will:

- Listen to resident feedback.
- Learn from complaints and compliments.
- Improve how we engage with residents.
- Adapt our approach when something is not working well.



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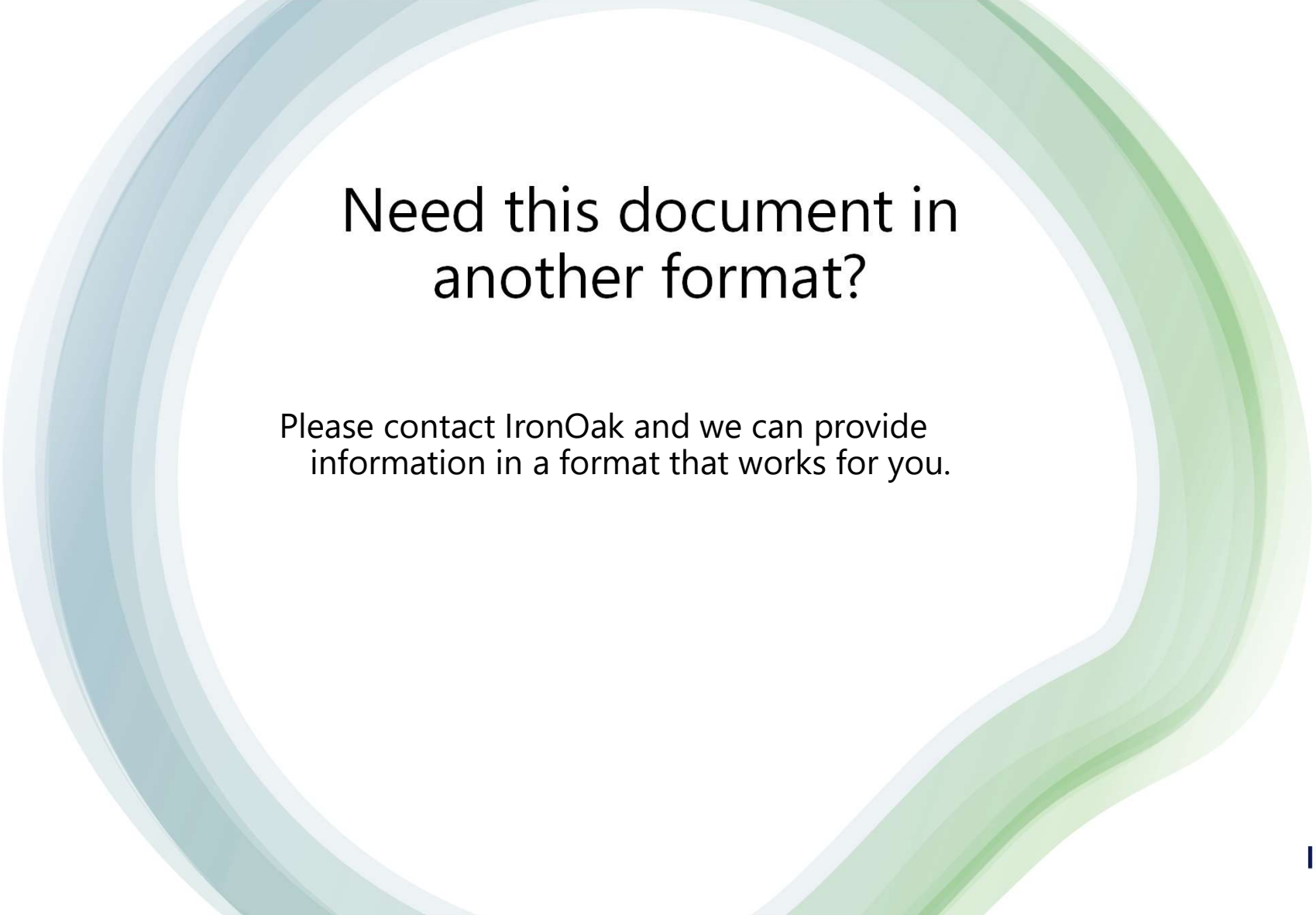


In Summary

IronOak wants residents to:

- ✓ Be heard
- ✓ Be respected
- ✓ Be informed
- ✓ Be involved
- ✓ Help improve our services

We will listen, learn and act on what residents tell us



Need this document in another format?

Please contact IronOak and we can provide
information in a format that works for you.