Resident Involvement Strategy

2026 - 2030

isha
Islington & Shoreditch Housing Association

ISHA Resident Involvement Strategy 2026 - 30

ISHA exists to provide safe, quality homes and support thriving communities.

Our vision for resident involvement is a future where residents are recognised as key partners in shaping services and communities, with their voices clearly reflected in ISHA's decisions. We believe to deliver this vision, we need a strong understanding of residents' experiences, built through ongoing conversations and partnership working.

Residents told us they want to be involved, but only when it leads to real outcomes. Involvement opportunities have not always been clearly communicated, leaving some residents feeling out of the loop. At the same time, there are strong foundations, including scrutiny, neighbourhood engagement and co-design activity.

In developing this strategy, there was a clear ask from residents that ISHA meets them where they are, with more opportunities for employees to understand residents' experiences first-hand.

We agree we need to move from engagement activity to visible impact, ensuring feedback is acted on, communicated back clearly, and supported by a broader, more inclusive approach that reaches more residents.

This is also supported by the requirements of the new Consumer Standards, particularly the Transparency, Influence and Accountability Standard, setting out how landlords must involve residents in shaping services.

Through this strategy, aligned with our new Corporate Strategy 2026 - 30, we will strengthen involvement so that resident voices shape decisions, help to improve services and develop a greater sense of community. We will create a culture where feedback leads to visible action, embedding clearer processes, transparency and accountability across the organisation.

This strategy represents a shift from engagement as an activity to resident voice as a driver of change. By 2030, residents will know how to get involved, see the impact of their feedback, and feel confident that raising their voice leads to action and visible change.

By ensuring feedback consistently leads to action and visible outcomes, ISHA will build stronger relationships, improve services and create communities where residents feel heard, valued and proud.

Our approach: Five foundations of involvement

This strategy is built around five foundations that define how the resident voice will be embedded across ISHA. These principles are resident-led; co-created through surveys and a series of face-to-face and online workshops.

Through these foundations, residents can shape service delivery, contribute to policy and design, and play an active role in scrutiny and performance monitoring, including decisions such as recruitment for key roles and contract procurement and management. Where influence is limited, we will be open and transparent about the boundaries.

The foundations of this strategy are:

1. Making resident voice count
2. Everyone connected
3. Visible and approachable
4. Flexible ways to get involved
5. Trust, respect and pride (involvement values).

These foundations ensure resident voice is heard, acted on and reflected in decisions.

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Foundation 1: Making resident voice count

What this means for you:

- When you participate in involvement activity, you see action.
- You can clearly see how your views have influenced decisions.

How we will make this happen:

Outcome	Targeted activity	Measuring success
To embed a culture of resident involvement in decision-making, where residents can clearly see the impact of their involvement.	• Facilitating resident involvement in the development of the Resident Insight Strategy, to ensure we know our residents and can provide inclusive, tailored services as needed (supporting a Corporate Strategy priority). • With residents, define roll out and embed the resident voice programme to ensure it is captured at all levels of the organisation and in all major initiatives (Corporate Strategy priority). • Establish a clear 'feedback – action – update' process and roll it out across ISHA, ensuring outcomes are communicated to residents and colleagues. • Develop a recruitment and procurement involvement framework in year one, to identify when and how residents will be involved. • Report on delivery of the strategy to the Resident Scrutiny Panel, Leadership Team and Board at regular intervals – developing a reporting schedule in year one of the strategy. • Work with an independent third party to support the development of the Resident Scrutiny Panel to further enable them to hold us to account on service delivery and development (Corporate Strategy priority). • Identify and support residents to participate in the Associate Board member programme, ensuring there is a pipeline of lived experience at Board level (supporting a Corporate Strategy priority). • Lead on resident involvement in the planned review of our next in-person and digital service offer, including support options (supporting a Corporate Strategy priority). • Work with residents to ensure specification of a resident portal is aligned with expectations and popularised appropriately (Corporate Strategy priority).	Scrutiny panel outputs and Reporting. Resident feedback. Tenant Satisfaction Survey comments and feedback. TPAS feedback and insight.

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Foundation 2: Everyone connected

What this means for you:

- You receive clear, timely communication about how to get involved and how your involvement contributes to outcomes.
- Information is accessible and easy to understand.

How we will make this happen:

Outcome	Targeted activity	Measuring success
To ensure all residents can access clear, timely and accessible communication about how to get involved and the impact they can have.	• With residents, develop a suite of accessible resident involvement communication materials so that all residents have the information and support they need to participate, including Plain language, Easy Read and key language versions. • Improve visibility of resident involvement opportunities by making use of a wider variety of communication channels. • Facilitate resident involvement in the tone of voice programme development to ensure all resident communications are written in plain language and can be easily understood (supporting a Corporate Strategy priority).	Engagement numbers. Resident feedback.

Foundation 3: Visible and approachable

What this means for you:

- You can easily speak to resident involvement staff and share your views in person.
- You have opportunities to speak with ISHA leadership and management, understand who they are, their role, and feel confident raising issues that matter to you.

How we will make this happen:

Residents told us they would like to see more of their neighbourhood and tenancy officers. Through this strategy we will work with colleagues to increase opportunities for meaningful face-to-face engagement through the Resident Involvement and other teams. Insight gathered through this activity will be used to inform decision-making within neighbourhood services.

Outcome	Targeted activity	Measuring success
To increase the visibility and access to Resident Involvement team and other relevant ISHA staff so that residents can provide meaningful feedback and be confident ISHA will take action and appropriate response.	• Evolve and roll out new phases of the Neighbourhood Knock and Neighbourhood Nights programme to ensure large scale interaction between our residents and employees (Corporate Strategy priority). • Roll out a programme of local visits by the Resident Involvement Team through regular estate visits and local pop-up events. • Ensure leadership and relevant colleagues are visible through walkabouts, engagement and communications, including opportunities to speak directly with directors and Board members.	Resident feedback. Engagement with events and involvement opportunities.

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Foundation 4: Flexible ways to get involved

What this means for you:

- There is a way to have your say that fits around your life.
- You can choose how much time you want to give- quick, easy feedback or participation in bigger discussions and decisions.
- You have opportunities to help shape and strengthen your community.

How we will make this happen:

Outcome	Targeted activity	Measuring success
To provide flexible options that allow residents to access involvement opportunities based on their needs and preferences.	• Offer easily accessible in-person and online opportunities such as drop-in sessions, neighbourhood knocks and local engagement activities, including weekend and evening options. • Develop and implement simpler feedback channels to make sharing views quick and easy. • Provide opportunities for deeper involvement through the Resident Scrutiny Panel, specific service design sessions and participation in recruiting staff and appointing contractors.	Engagement and participation numbers.

Foundation 5: Trust, respect and pride

Resident-created values that underpin the strategy.

What this means for you:

- ISHA is open and transparent about how involvement can influence service.
- You feel listened to, respected and valued in your involvement.
- You can see positive, meaningful change in your home and community.

How we will make this happen:

We will earn your trust by demonstrating that resident feedback leads to clear action and visible improvements.

Outcome	Targeted activity	Measuring success
To develop an open and transparent relationship with residents, building trust and instilling confidence in meaningful change.	• Roll out employee training on communication, equity, diversity and inclusion (ED&I) and understanding residents' lived experiences through shared residents stories and insights by March 2027. • Develop and roll out a clear framework for how and when residents can influence services and decisions, including what can and can't be changed and why by March 2027. • Define how we will recognise, celebrate and share resident contributions and partnership working by March 2027. • Review this strategy annually with residents, as a living document that can be adapted as needed.	TSM measures, resident feedback, Resident Scrutiny Panel feedback. Resident case studies.

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Supporting the strategy

Skills, support and recognition

ISHA will ensure residents have the support needed to participate confidently, including training, practical assistance, out of pocket expenses and recognition in line with our policies and procedures.

Governance and accountability

A core commitment of this strategy is to ensure that resident feedback follows a clear and visible path from insight to action.

We will embed a consistent feedback loop across all involvement activity, ensuring resident views are captured, used to inform decisions, and translated into tangible improvements. Outcomes will be clearly communicated back to residents so they can see the difference their voice makes.

Resident involvement will be embedded within governance through strengthened scrutiny, regular reporting to the Board, and opportunities for residents to engage directly with leadership.

Regular reporting will be provided to the Board, alongside updates to the Resident Scrutiny Panel, ensuring strong governance and accountability. Progress will also be shared openly with residents through annual reporting and ongoing communication, so they can see the difference their involvement is making.

Inclusion and accessibility

ISHA will actively remove barriers to participation by working with residents, particularly those who face communication barriers such as disability or language challenges, to design and test clear, easy-to-understand communication, ensuring involvement reflects the diversity of our communities.

Measuring success

Success will be measured by impact, including improvements in resident satisfaction, diversity of participation, visible service improvements, and increased trust and confidence in ISHA.

We will also measure how effectively resident feedback influences decision-making, ensuring there is clear evidence of the feedback - action - visible change approach set out in this strategy. This will include tracking how resident insight is used to shape services, policies and priorities.

Progress will be monitored through a combination of performance data, including Tenant Satisfaction Measures (TSMs), participation levels, and qualitative feedback from residents about their experience of involvement.

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Key indicators and success measures will include:

Measure	Baseline March 2026	March 2027	March 2030
Satisfaction that ISHA listens to your views and acts on them	49%	52%	65%
Strong participation rates across a range of involvement opportunities	Building on 526 involvement contacts in 2025 - 26.		
Clear evidence of resident influence in decisions and service improvements	70% of decisions referencing resident input by 2030.		
Increased visibility of staff and leadership engagement with residents	Expanding on current programme of visits, Neighbourhood Knocks and Neighbourhood Night events.		
Growth in involved residents contact list	121 residents	200 residents	500 residents
Growth in numbers participating in involvement events	3 - 7 per event	10 - 15 per event	25 - 30 per event
Increased visibility of staff and leadership engagement with residents	4 - 5 events/ visits a year	4 - 5 formal events 4 - 5 informal / unplanned visits	Regular formal and informal opportunities
A broader and more diverse range of residents participating in involvement activities	3 - 7 per event	10 - 15 per event	25 - 30 per event
Delivery of training and development opportunities for residents	Ad hoc	2 - 3 planned opportunities	Regular planned opportunities