



NORTHAMPTONSHIRE  
PARTNERSHIP HOMES

# Resident Involvement and Influence Strategy

**2025-29**

# Contents

- 1. Introduction**
- 2. Our Commitments**
- 3. Our Resident Profile**
- 4. Involvement activities**
- 5. Resident insight analysis**
- 6. Feedback loop**
- 7. How we will measure success**

**Appendix A Our Resident Profile**

**Appendix B Our menu of opportunities to be involved  
and influence what we do**

**Appendix C Glossary of terms**

**DOCUMENT MANAGEMENT**

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**THIS DOCUMENT IS TO BE READ IN CONJUNCTION WITH:**

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**REVISION HISTORY**

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# 1. Introduction

At Northamptonshire Partnership Homes (NPH) we believe every voice matters. This document explains how we will seek, hear and act upon the views of our residents who live in the homes and the estates we manage and the communities we work in.

We are committed to providing different ways that we can hear what residents have to say at a commitment level that they feel comfortable with, and this can be formal and informal activities, with opportunities based from home or face to face and that are accessible to all.

This Strategy supports our corporate objective to 'Listen and act on our residents' views to provide great services'.

We will refer to 'residents' and that means all those living in council-owned properties or accessing NPH's housing service - this will include tenants, leaseholders, and family members of tenants living in the properties NPH manage on behalf of West Northamptonshire Council.

Our aim is to increase the number of residents we hear from; to use their knowledge to help refine and shape our services.

We will also use performance data, and feedback from various sources including social media which our Service Quality Committee will consider and make recommendations to improve services. The Service Quality Committee (SQC) is a sub-committee of the NPH Board, and is comprised of 10 tenants, two of which are tenant Board members.

## **Quote from Rakesh Thakrar – Vice Chair of the Board.**

*"Northamptonshire Partnership Homes is committed to encouraging residents to influence our services, policies and culture. We want a central part of our culture to be one of listening, learning and acting on resident views and experiences. This policy shows all the different ways that residents can get involved and make a real difference."*

## 2. Our Commitments

It is very important to us that our residents can see what we are doing and why, and that we learn from their experiences, so we will:

- Ensure our residents are given the opportunity to tell us their views and that those opportunities are accessible to all.
- Continue to build trust by improving our listening, acknowledging our resident's participation and sharing information.
- Using our residents to provide high-quality services that can respond to changing needs.
- Ensure that we meet our statutory obligations and respond to the feedback we receive.
- Be as transparent as possible and regularly report activities to the Board, and keep residents updated on the changes made because of their feedback and influence.
- Use our data effectively to understand the needs of the people who live 'behind the doors'.

## 3. Our Resident Profile

Understanding who our residents are, and their diverse needs enables us to provide engagement opportunities accessible for all and to ensure that we seek feedback from everyone, so that we can find our silences and identify harder to reach groups, including with faith communities and those with disabilities.

When looking at service improvements we will look at service user profiles to cross reference with equality and diversity information to ensure all residents are treated fairly and with respect, and to ensure that services are accessible to everyone.

NPH proactively ensures that resident data is up to date for the purpose of maintaining contact, helping us to understand our service users and to help inform our customer insight analysis so that services are tailored to meet the needs of our residents.

[Appendix A](#) details our resident profile.

## 4. Involvement Activities

We provide different ways that residents can give us their views, some of our activities are informal, but the feedback we receive is always used to influence our services.

Our resident involvement and influence framework is shaped by involvement in:

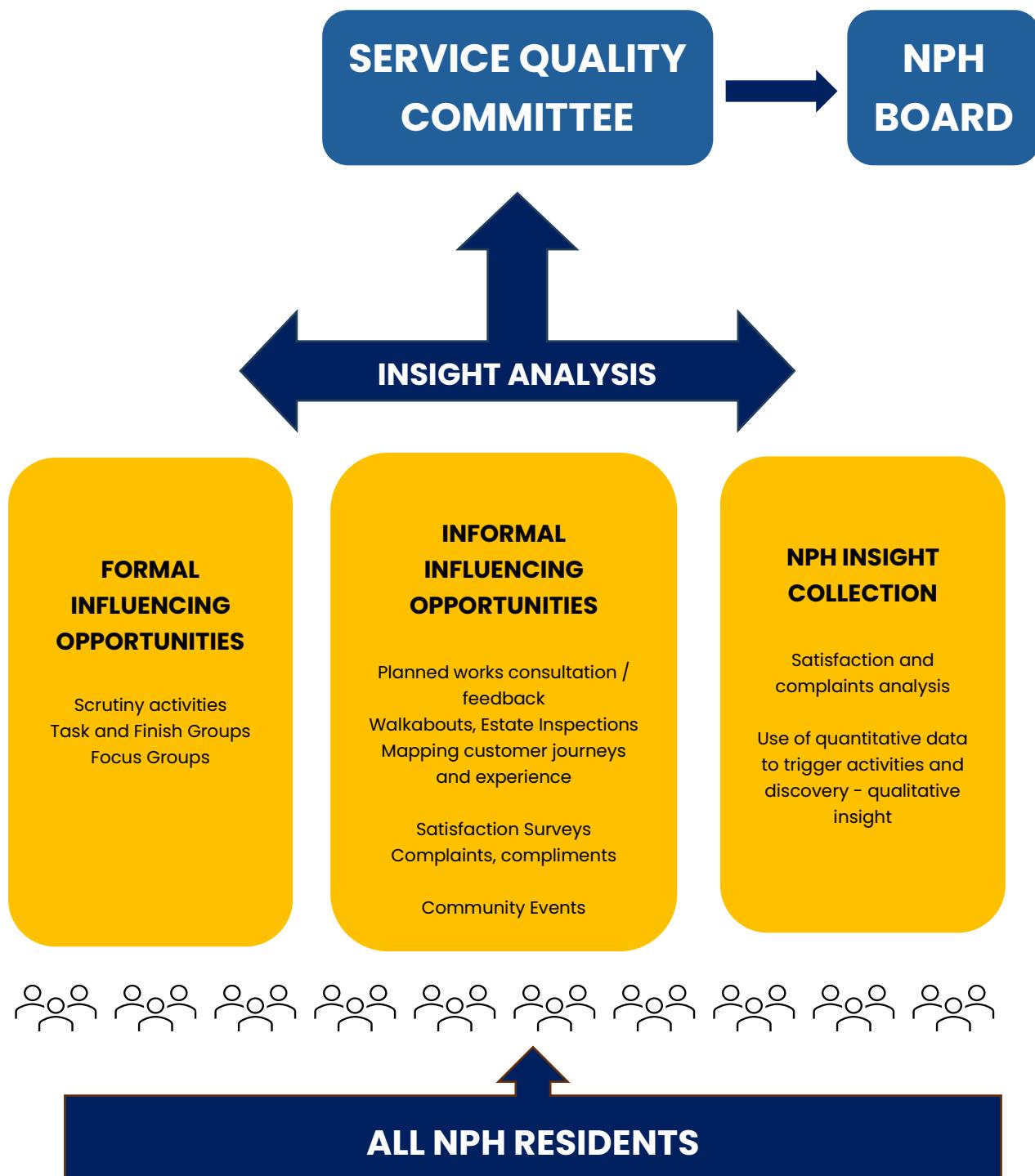
- Our formal governance process (through our NPH Board and Service Quality Committee)
- Informal influencing opportunities and;
- The collection of customer insight.

The framework provides for a range of involvement activity as detailed in **Appendix B**, which includes:

- Local neighbourhood and community activities,
- Supporting residents to get involved in their local communities
- Keeping residents informed

- Involvement in service improvements and decision making
- Having your say from home
- Face to face engagement activities for feedback, help and advice

**Diagram 1: Resident Involvement and Influence Framework**



Informal Activities include:

- Satisfaction surveys
- Asking for feedback
- Customer Journey mapping
- Residents Associations
- Community cafes
- Community Lunches
- Drop in events
  - Estate walk abouts
  - Community events
  - Making a complaint
  - Giving a compliment

There are also formal activities with more targeted work and require a bigger commitment from our engaged tenants.

Formal Activities include:

- Service Quality Committee
- Scrutiny Activities
- Task and Finish Focus Groups
- Asset and Building Safety Group
- Tenants Sounding Board

## **Service Quality Committee (SQC)**

The Service Quality Committee is a committee of the NPH Board, and is made up of 10 tenants, two of which are tenant Board members.

The role of the committee is to challenge our performance, ensure that the resident voice is heard in influencing the decision making throughout NPH, and to feed the 'resident' voice to the board.

The SQC will consider performance and satisfaction with a particular focus on TSM's. They will also regularly consider complaints and other feedback and consider ways to improve.

The SQC are encouraged to give their views and look at our services through residents' eyes helping to improve and change services for all. Where

appropriate the SQC will commission scrutiny exercises to support their consideration of specific subjects.

Our residents helped us to design the SQC. Several sessions were held where we asked the groups to focus on using their experiences as NPH resident and to think of new ideas and new ways of thinking.

## Scrutiny Exercises

The Service Quality Committee will use the **scrutiny task and finish focus groups**, to look deeper into areas of resident interest, areas of concern, and new initiatives. The groups will use evidence to provide feedback to the SQC, who can then consider this feedback and produce the evidence to report back to the board. They could make recommendations or suggest changes to processes. These groups will work closely with NPH officers working together to consider the solutions and improvements.



## Building Safety Group

The Building Safety Groups has a single focus and will be made up of residents from the three tallest blocks in our stock, St Katherines Court, St Stephens House and St Johns House. The safety of our residents is a priority, and it is important that our residents understand their responsibility and also feel empowered to play an active role in maintaining and challenging safety standards. These groups will allow our residents to give us insight into the

practical realities of their building and fire safety issues. Each block will have its own group, and each block will also have its own Building Safety Engagement Strategy. This will set out how we will work with residents of these three blocks on issues of Building Safety for the buildings.

## **Resident Sounding Board**

This group of residents provide feedback and insights on a range of topics and issues relating to their housing services. When NPH needs input on a specific issue or policy or procedure, we can reach out to the Resident Sounding Board for their opinions and suggestions.

## **5. Resident Insight Analysis**

Service improvement and re-design is shaped and informed by the qualitative and quantitative insight collected through all of our informal resident involvement activities, including from compliments and complaints, satisfaction surveying and service performance data.

The use of quantitative and qualitative data and insight (data and resident comments) will be used within the formal engagement groups to inform and trigger scrutiny activity and task and finish groups in service re-design.

## **Tenant satisfaction and performance**

The Regulator of Social Housing (RSH) has introduced new measures that will help us to better understand how satisfied our residents are with our performance. These Tenant Satisfaction Measures (TSM's) are:

### **Overall Satisfaction**

% of tenants satisfied with the overall service

### **Keeping Properties in Good repairs**

% of tenants satisfied with the overall repairs service

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% of tenants satisfied with the time taken to complete their most recent repair

% of tenants satisfied that their home is well maintained

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% of tenants satisfied that their home is safe

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### **Respectful and helpful engagement**

% of tenants that are satisfied that their landlord listens to tenants' views and acts upon them

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% of tenants that are satisfied that their landlord keeps them informed

---

% of tenants that are satisfied that their landlord treats them fairly and with respect

---

% of tenants that are satisfied with the way their landlords' approach to complaint handling

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### **Responsible Neighbourhood Management**

% of tenants that are satisfied that the communal areas are clean and well maintained

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% of tenants that are satisfied that their landlord makes a positive contribution to the neighbourhood

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% of tenants who are satisfied with their landlords' approach to handling Anti-Social behaviour

The RSH introduced the TSM Standard from 1 April 2023 and are part of the new regulatory framework introduced under the Social Housing (Regulation) Act 2023. The Standard includes reporting against the 12 satisfaction measures which are collected through an annual Tenant Survey of 1,000 tenants.

Alongside the TSMs, NPH conducts a number of transactional surveys and monitors performance through a suite of performance indicators both of which help us to understand where our services may need to improve and where things are going well.

## **6. Feedback Loop**

It's very important to us that residents can see what we are doing and why. To make sure we are as transparent as possible, we report our activities to the Board and the SQC (minutes are available) and regularly share what we've

been doing elsewhere on the website and in Your Voice Magazine. A quarterly involvement newsletter will let our residents know who we have seen and what outcomes were achieved. We also share our performance and how satisfied our customers are on our website here: [www.nph.org.uk/about/our-performance/](http://www.nph.org.uk/about/our-performance/)

## 7. How we will measure success

NPH will monitor and share the difference that our resident involvement activities make to our performance and services. It is very important to us that we can demonstrate that we have been listening to our residents and acting on their feedback and improving outcomes.

### We will do this by:

1. Undertaking quarterly telephone surveys to track the following tenant satisfaction measure (TSMs) outcomes below as indications of improved service quality and enhanced satisfaction:
  - We listen to residents' views and acts upon them (TSM) – 62%
  - We keep residents informed about things that matter to them (TSM) – 75%
  - We treat residents fairly and with respect (TSM) – 78%
2. Review the monthly feedback from transactional satisfaction surveys from residents who have used our services and provides real time feedback to see if there are ways we can improve
3. Continually reviewing our involvement activity to ensure it continues to meet needs, such as:
  - Providing drop-in services across Northampton where partners have identified a specific need for housing and support advice
  - Providing engagement cafés in our more isolated areas where communities may struggle to attend drop-in services in the town centre

- Analyse data monthly to establish if there is a need for other teams to attend the drop-in sessions who may be able to provide a timelier response firsthand
- Review all queries and consistently monitor for trends to see if we can deliver the service in a more timely or comprehensive way

## APPENDIX A

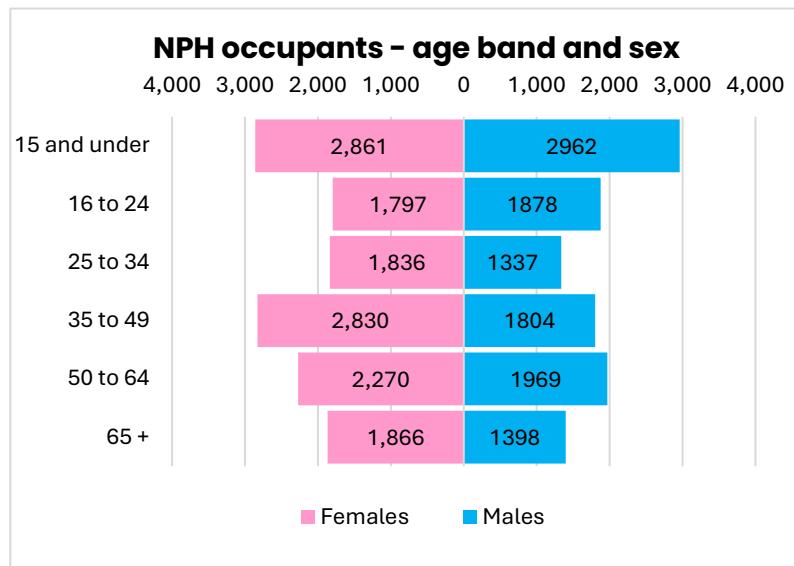
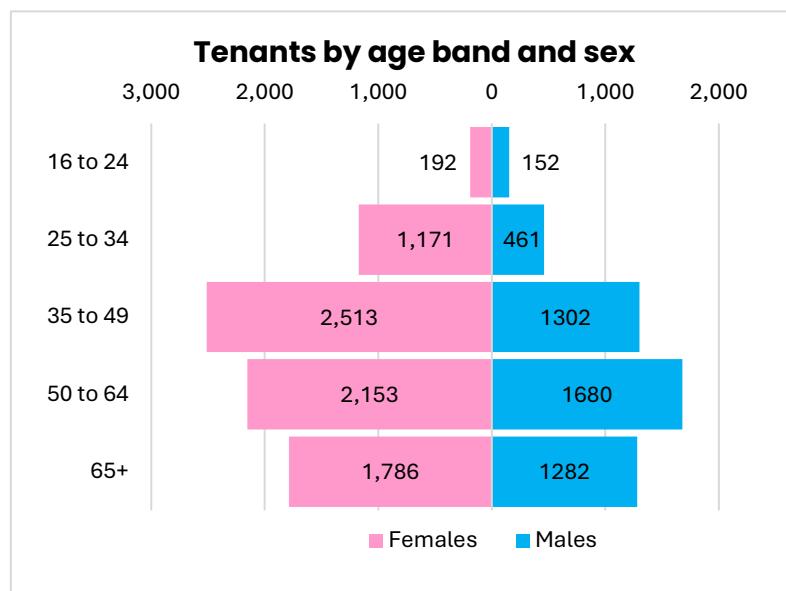
### Our resident profile

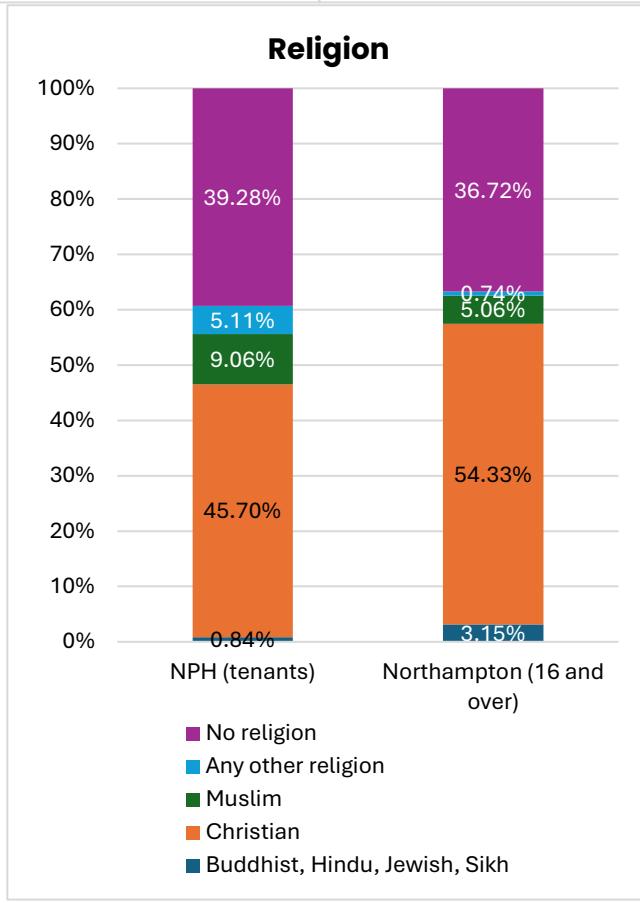
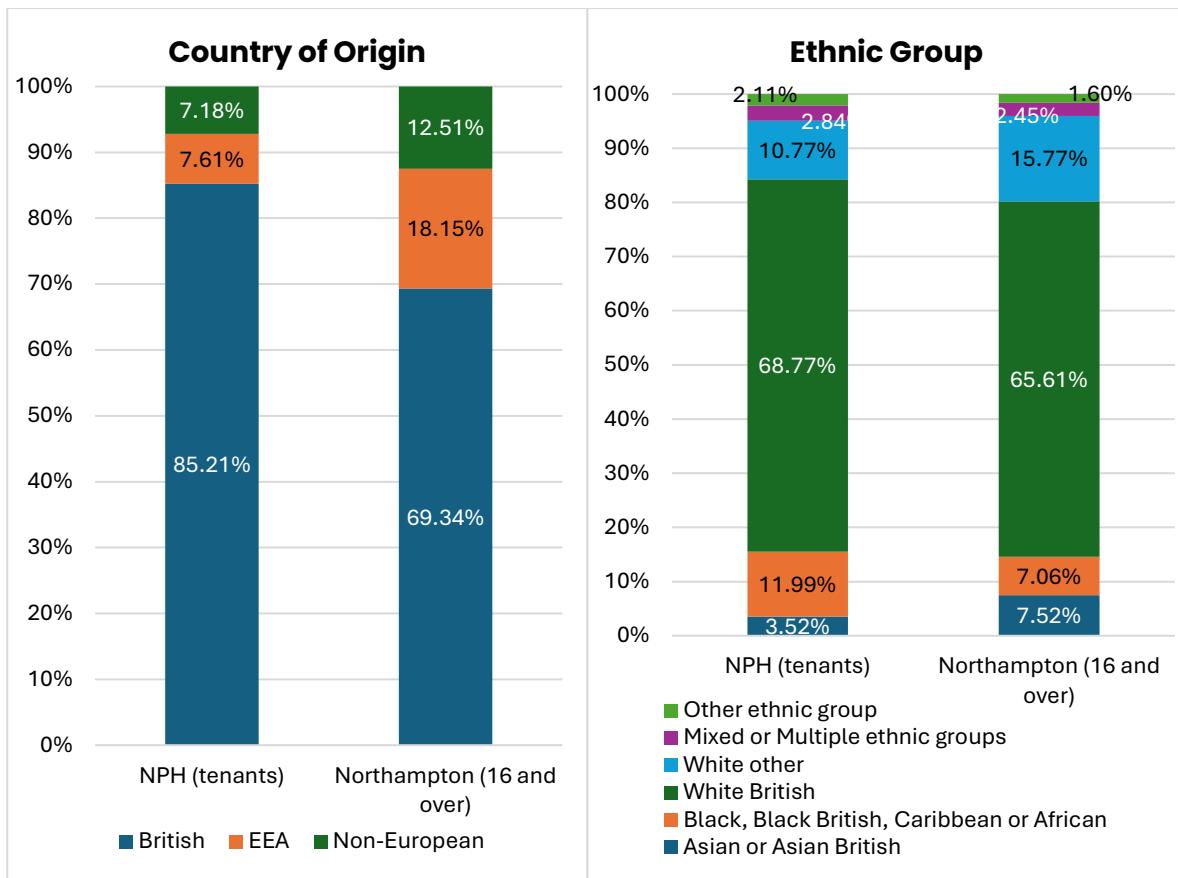
#### Tenant population

- 12,715 tenants in 11,023 properties
- 3,384 tenants lived in 1,692 joint tenancies and 9,331 individuals lived in single tenancies
- 60% of our tenants are aged between 35–64 with 24% aged 65+
- 7,823 tenants were female (61.5%) and 4,886 were male (38.5%)

#### Occupants

- 24,928 known persons living in properties (10.45% of the Northampton population) 38% of occupants are aged 24 or younger



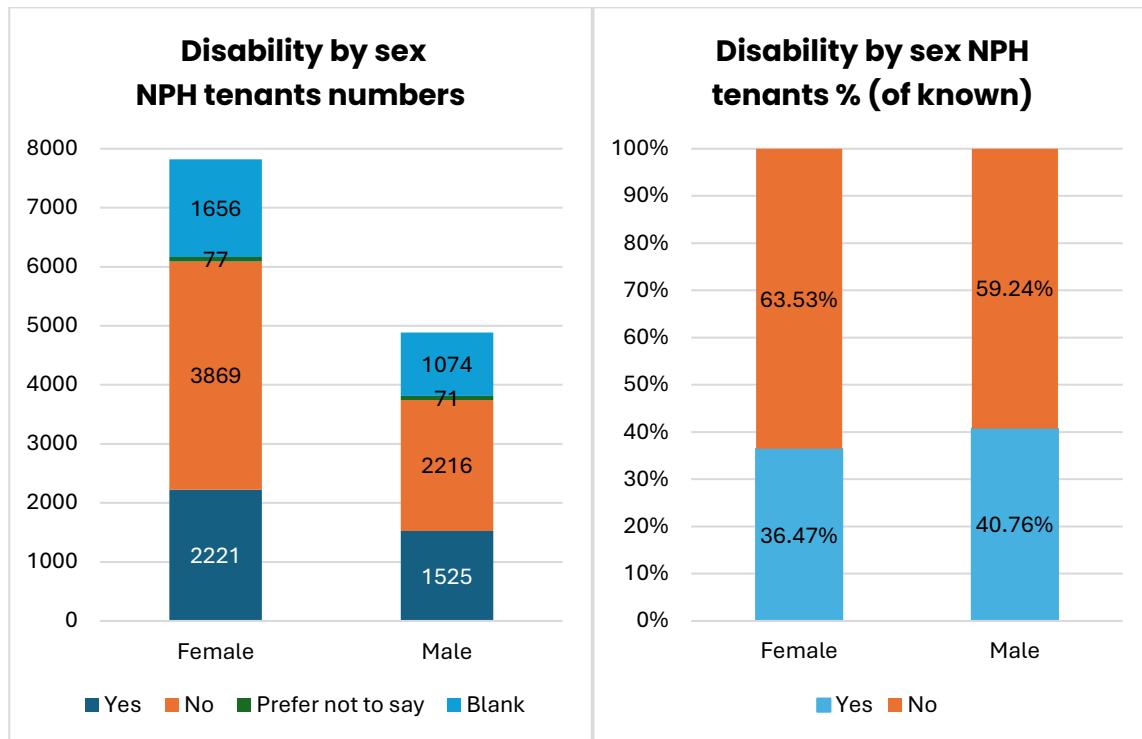


## Vulnerabilities

- 24,928 known persons living in properties (10.45% of the Northampton population) 38% of occupants are aged 24 or younger
  - Communication issues (14%) – such as physical impairments e.g. blind or deaf, learning or language issues
  - Health issues (7%) (physical)
  - Health issues (21%) (mental)
  - Disability / mobility issues (32%)
  - Social issues (4%) – the types of things that our support team and tenancy management need to know about – domestic abuse, hoarding, drug or alcohol problems

## Disability

- Of those tenants sharing information with us, 38.10% have a disability



## **Languages**

- We know the language spoken at home for 73.43% of tenants
- 9.61% of tenants with a recorded language, speak a language other than English
- At least 38 different languages spoken in NPH homes
- According to Census data, out of Northampton residents aged 16 or over:
  - 81.91% have English as their 'main language',
  - 14.33% have a different 'main language' but can speak English well,
  - 3.31% cannot speak English well and;
  - 0.45% do not speak English at all

## **Contacting tenants**

- It is crucial that we can contact our tenants in a way that they prefer – it is crucial that we are able to contact our tenants in a way that they prefer and ideally, other than by letter or turning up on their doorstep:
  - 82% of tenants would prefer to be contacted by mobile phone
  - 9% by landline
  - 8% by email and
  - Less than 1% by letter.
- 14% of tenants have a communication barrier – such as physical impairments e.g. blind or deaf, learning or language issues.

## **Length of tenancy**

<b>Under a year</b>	<b>678</b>	<b>6.11%</b>
<b>1 to 5 years</b>	2633	23.72%
<b>Over 5 years and up to 10</b>	2559	23.05%
<b>Over 10 years and up to 20</b>	2963	26.69%
<b>Over 20 years and up to 30</b>	1455	13.11%
<b>Over 30 years and up to 40</b>	497	4.48%
<b>Over 40 years</b>	316	2.85%

## **Occupancy**

- 848 households occupy properties with fewer bedspaces than they need
- Conversely, 8,287 households are in properties with more bedspaces than they require

## Property types and location

	Central	East	North	South
<b>% of properties out of total</b>	19.66%	27.30%	28.08%	24.96%
<b>Studio</b>	2.31%	0.57%	3.82%	0.33%
<b>Bungalow</b>	7.81%	20.49%	14.36%	13.31%
<b>Flat</b>	43.23%	21.35%	36.64%	60.39%
<b>House</b>	45.13%	57.53%	43.31%	23.94%
<b>Maisonette</b>	1.52%	0.07%	1.88%	2.04%
<b>Studio / 1 bed</b>	42.12%	24.31%	40.94%	48.16%
<b>2 beds</b>	27.81%	31.63%	35.64%	33.58%
<b>3 beds</b>	29.38%	36.61%	21.73%	17.02%
<b>4 - 6 beds</b>	0.69%	7.45%	1.69%	1.24%
<b>Over-occupying %</b>	6.47%	7.62%	8.86%	7.31%
<b>Under-occupying %</b>	76.30%	75.89%	72.41%	76.83%
<b>Average age of property</b>	62 years	47 years	66 years	56 years
<b>% of properties &gt; 100 years old</b>	4.67%	0.07%	2.65%	7.60%
<b>% of properties &lt; 20 years old</b>	9.38%	2.73%	2.65%	4.44%



# Join the Conversation – Influence us

*Be heard, influence us and shape what we do.*

Want to boss it?

**Influence our  
decision making**

Interested in leading from the front?  
Here's how residents can influence  
key decision making and help Govern  
NPH. Some only require a few hours of  
your time, choose what works for you.

1. Tenant Board Members
2. Service Quality Committee  
- Scrutiny reviews
3. Assets Panel
4. Focus groups
5. Assets and Building  
Safety Groups
6. Block walkabouts

Short on time?

**Have your say  
in your slippers**

We understand that life can get busy  
but we still want to hear from you.  
Here's all the ways to let us know  
what you think from the comfort of  
your home.

1. Telephone satisfaction surveys
2. On-line surveys
3. NPH Sounding Board
4. Giving feedback – to complain,  
compliment, or comment
5. Estate inspections

Feeling motivated?

**Get stuck in and  
volunteer**

If you would like to get involved  
on a more regular basis, consider  
volunteering at a local or national  
level. Not only will you support your  
community you'll discover new  
friends and develop new skills.

1. NPH Paint Shop volunteering
2. TPAS Activities – TPAS are a  
non-profit organisation who  
champion resident involvement  
and offer training and other  
activities.

Got an idea?

**Come and tell us**

Join us at any one of our cafes,  
drop-in sessions or lunches – you will  
find more details overleaf of how to  
influence and get involved. You can  
meet with us either:

1. Online
2. Face-to-face
3. Over the phone

LESS TIME

→ MORE TIME

For more details  
scan our QR code



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We want to hear from you:

Visit us: [nph.org.uk](http://nph.org.uk) Call us: 0300 330 7003  
 Email us: [residentinfluence@nph.org.uk](mailto:residentinfluence@nph.org.uk)

# Get involved with us

Fancy a cuppa?  
**Let's get together**

NPH are becoming famous for their get-togethers with residents. There's nothing we like more than having a chat over a hot drink. Join us at one of these group events where you can get support and also share your feedback with us.

1. Community Café ☺☺
2. Engagement Café ☺☺
3. Social Welfare lunches ☺☺
5. Veterans lunch ☺☺
6. Lakeview and Eleonore House Coffee Mornings ☺☺
7. Community Events ☺

Need some help?  
**Chat with an NPH Officer**

Do you have something to discuss but would prefer speaking on a 121 basis? Our officers are out and about on a regular basis in a local community venue near you every month. Or you can request a face to face or telephone appointment to suit you.

1. Leaving Care drop-ins ☺
2. Housing Officers ☺
3. Tenant Support Officers ☺
4. Rent Income Officers ☺
5. Financial support ☺

Online or print?  
**Keep up with the latest resident information**

For up to date news on all things related to your tenancy and NPH community, visit our website, Facebook page or keep an eye out in the post for our resident magazine and quarterly rent statements.

1. NPH Website ☺
2. NPH Tenant Portal ☺
3. Social media - Facebook ☺
4. Quarterly rent statement ☺
5. Your Voice Customer Magazine ☺
6. NPH Annual report ☺

Do you already contribute to your community?  
**We'd love to hear from you**

We're always looking for new ways to work in partnership with established and emerging community groups. If your group needs support or you have something to offer, get in touch, because helping each other helps us all.

LESS TIME → MORE TIME  
 



For more details  
scan our QR code



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We want to hear from you:

 **Visit us:** nph.org.uk  **Call us:** 0300 330 7003  
 **Email us:** residentinfluence@nph.org.uk



## APPENDIX C

### Glossary of terms

**Customer journey mapping** – A customer journey map is a way to describe all the experiences a customer has with an organisation and the emotional responses they provoke during an interaction. It will capture the customer experience of speaking to staff in the receipt of a service and the process experienced.

**Finding the silence** – “Finding your silence” describes the process of actively seeking out the tenant voices we hear the least.

“Finding the silence” in the context of damp and mould refers to a proactive approach where landlords actively seek out and address damp and mould problems in properties, even when residents haven’t reported them. This involves identifying “silent” cases, where residents may be experiencing damp and mould but haven’t complained due to fear, cultural factors, or other reasons.

**Feedback Loop** – By reporting back on the results and outcomes of resident feedback we can bring greater transparency and accountability to the consultation and engagement process, building trust with residents and the wider public and motivating them to continue to engage with us.

**Performance Indicators** – Key performance indicators (KPIs) are measurable values that determine how effectively an individual, team or organisation is performing and achieving the targets set to improve services.

**Regulator of Social Housing (RSH)** – The Regulator of Social Housing (RSH) regulates for a viable, efficient, and well governed social housing sector able to deliver quality homes and services for current and future tenants.

**Resident Profile** – This involves profiling data on demographics, perceptions, support needs, and communication preferences to improve resident satisfaction and service delivery.

**Scrutiny** – Scrutiny is taking a detailed look at something. In housing, tenant scrutiny refers to tenants having meaningful opportunities to examine services, strategies, and policies, and influencing positive changes.

**Social Housing (Regulation) Act 2023** – The Act signifies the dawning of a new era for the social housing sector, embedding new tenants' rights, and clearly setting out expectations for landlords to ensure they deliver a quality housing service that keeps tenants safe and secure in their homes.

**Task and finish groups** – Task and Finish Groups enable residents to get involved with specific projects. This includes detailed work on service improvement, reviewing policies and procedures, or other aspects of service improvement.

**Transactional Surveys** – A transactional survey captures customer feedback after a service has been provided such as after having a repair completed, after a call to our contact centre or even after having a new kitchen fitted.

**Tenant Satisfaction Measures (TSMs)** – TSMs are measures of a landlord's performance set by the Regulator of Social Housing (RSH), to help understand how well housing providers are meeting the needs of their tenants. These measures are part of a new system designed to help make landlords' performance more visible to tenants. It will also mean they can hold their landlords accountable.

**Quantitative data** – the analysis of numerical data.

**Qualitative data** – the analysis of descriptive information. For example, word-based information, such resident comments captured in feedback to explain their satisfaction scores.