

Resident Involvement Framework

The table below shows the Resident Involvement opportunities which are presently available to Karbon Homes tenant's and residents. The structure acknowledges and encourages tenants to get involved in a way which best suits them.

Resident Involvement Opportunity	What will each of the groups or elements of the Resident Involvement Framework do?
Karbon Residents Committee	The Karbon Residents Committee will work closely with the Group Customer Committee in receiving information relating to performance and complaints, as well as overseeing the scrutiny function, customer insight, equality and diversity and the Customer Reader's Panel.
Customer Reader's Panel	The Customer Reader's Panel look at how we communicate with tenants and review our publications, such as our At Home with Karbon newsletter and our Annual Report to Customers.
Customer Insight	Customer insight will be available to support the work of the Karbon Residents Committee and Karbon Forum Groups. This approach will provide a deep understanding of customers, their behaviours, preferences, and needs.
Complaints Review Panel	The Complaints Review Panel will consider performance in line with the Karbon Homes Complaints, Compliments and Suggestions policy as well as providing advocacy for tenant's who need support in making a complaint.
Scrutiny Bank	The Scrutiny Bank will provide the opportunity for residents to scrutinise Karbon Homes services and provide reports for the Board to consider in relation to their findings and recommendations.
Equality and Diversity	Karbon Homes approach to Equality, Diversity and Inclusion is aligned to the Resident Involvement Framework and will promote the equality of opportunity for all, providing every individual the chance to achieve their potential, free from prejudice and discrimination.

Customer Procurement Panel	The Customer Procurement Panel will provide the opportunity for residents to become involved in the development and assessment of tenders as well as wider procurement activity.
Karbon Forum	The Karbon Forum will act as an umbrella for Karbon Homes main consultation groups. All residents will have an opportunity to join various groups or elements and representation will be encouraged from across the communities in which we work. Information and insight gained through the Karbon Forum will be shared with the Karbon Resident's Committee.
Area Forums	Area Forum's will provide the opportunity for all residents to become involved in learning about Karbon Homes' performance and services as well as focussing on local issues. Representation will also be encouraged from partners and groups working within communities.
Sheltered Housing Group	The Sheltered Housing Group will help us to understand and explore the issues which effect tenants living in our older person's accommodation.
Building Safety Customer Panel	The Building Safety Customer Panel oversee how we best engage with customers around all aspects of building and customer safety.
Young Persons Forum	This group will provide opportunities to understand what young people's views are in relation to the community they live in. This group will be supported through some of our existing partnership arrangements that engage young people.
Digital Services	This element of the framework provides the opportunity for residents to assist Karbon Homes with the development and testing of digital services.
Environmental and Place Specific Thematic Groups	This element of the framework will allow for the introduction of environmental and place specific thematic groups that relate to timed pieces of consultation or projects.

Service Charge and Leasehold	This group will provide the opportunity for Karbon Homes to comply with the requirement to consult leaseholders and allow for the prospect to gain a greater understanding of the needs of those tenants who pay a service charge.
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The Resident Involvement Framework is underpinned by a number of engagement mechanisms, namely:

Customer Conference	The Customer Conference is open to all customers to attend. It is an opportunity for customers to find out about Karbon Homes and our plans to develop and improve services in the future. The conference will also provide the opportunity for tenants to meet and speak to members of staff providing services.
Ad-hoc Consultation	We will hold Ad-hoc consultation events to outline future projects or changes to services to seek customer feedback in relation to these proposals
Pop-up Events	We will provide pop-up events that will allow the opportunity to seek tenant's feedback on specific issues.
Social Media	Karbon Homes use social media to engage with customers and residents. This allows instant access to tenants in terms of the provision of information and receiving feedback
Karbon Magazine	The publication allows Karbon Homes to consult and receive feedback upon issues included in the publication
Estate Walkabouts	Estate Walkabouts are promoted widely, and we encourage customers to join and tell us about any issues that are affecting their area.
Customer Contact Visits	All tenants will receive a Customer Contact Visit which allows for the provision of feedback about the services that Karbon Homes provide.
Tenant and Resident Associations	Karbon Homes support some Tenant and Resident Associations who meet to consider issues affecting the area in which they live.

The Resident Involvement Framework also considers the opportunity for our tenants to become involved at both a regional and national level through initiatives such as the National Housing Federations 'Together with Tenants' and also through involvement with the North East Tenants Voice project.