

Enfield Council Housing Resident Engagement Strategy

2026-2029

*'Unlocking potential
of people and
communities
through meaningful
engagement'*



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Foreword

A note from Cllr Ayten Guzel

Cabinet Member for Housing

Enfield Council has always been committed to working in partnership with residents, in the council housing service we are proud of the progress we've made together with our tenants and leaseholders in shaping services to reflect the needs and aspirations of our communities.



Through engagement and collaboration, we continue to build on the essential role residents play in driving the development, improvement, and modernisation of council housing services.

The feedback from our recent Tenant Satisfaction Measure survey goes to show that our focus on partnership is recognised. We take pride in the contributions residents make to the Tenants' Annual Report, which remains a powerful tool for accountability and transparency.

The voices of residents are crucial in shaping the decisions that affect their lives, and we are pleased their active participation deliver real, measurable results. I want to say a special thank you to members of the Enfield 500 and active estates committees and groups who dedicate their time to work with us on making housing services better for all.

A standout example of our continued focus on resident involvement is the success of the Estate Security Patrols, which were implemented to tackle concerns around safety and security. These initiatives, driven by feedback from residents, have brought about a visible change to the way our estates feel and look.

Resident-led estate inspections have also played a key role in ensuring that we not only meet but exceed expectations when it comes to maintenance of communal areas. By working side by side with residents, we can identify issues early, respond effectively, and make continuous improvements.

We welcome feedback, ideas, and constructive suggestions from all tenants and leaseholders, and we are excited about the future and what more we can achieve together.

Introduction

This is the second engagement strategy which builds on the positive role our residents play in shaping housing services. The overarching commitment is to involve and engage residents in the design, delivery and improvement of all services

Residents have told us that they are keen to understand how they can get more involved and when they do, how this drives improvements across their housing service. This strategy sets out several ways that we will aim to do this, based on feedback and input from residents.



The recent positive results of our Tenants' Satisfaction Measures have highlighted the power and impact that can be achieved when communities work together for a common aim, recognising the positive benefits of staying connected, and how playing an active role can support wellbeing and mental health. This strategy seeks to build sustainable and lasting partnerships with both individuals and community groups whilst increasing accessibility and flexible involvement through digital channels.

This Resident Involvement Strategy has been developed to fulfil the current and future regulatory requirements of social housing providers reflecting the requirements of the Consumer Standards.

Whilst we need to ensure compliance with the regulatory standards the primary purpose is to recognise the powerful and critical role that the voice of 'lived experience' in delivering on our vision for transforming our customer relationships, homes, and communities.

A vision for council housing resident engagement

Our vision puts council tenants and leaseholders at the very heart of everything we do, recognising that genuine engagement is the foundation for meaningful change. This is not simply about delivering better services. It is bigger, bolder, and transformational. Together, we will develop resident-led community plans creating localised offers that which support estate improvements and community cohesion. Our approach will ensure that the voices of council tenants and leaseholders are not only heard but acted upon, creating a dynamic and responsive relationship between Enfield Council Housing and the people it serves.

Our ten-point pledge

1. create opportunities for residents to be active participants from the earliest stages of decision-making, ensuring their insights and aspirations truly shape the future of their communities.
2. make participation straightforward and rewarding, removing barriers and providing a wide range of ways for people to have their say, whether through community meetings, digital platforms, or neighbourhood events.
3. foster a culture of openness, trust, and collaboration, to ensure every voice is valued and every idea has the potential to make a difference.
4. commit to delivering exemplary customer service by continuously listening to and responding to the diverse needs of our residents with transparency, openness, respect, and care.
5. collaborate and co-design services and finding solutions that reflect the lived realities of those we serve.
6. build trust and mutual respect by delivering on our promises
7. ensure that our initiatives reflect the diversity and richness of Enfield's housing communities.
8. build networks and partnerships within and between neighbourhoods, cultivating a sense of shared purpose and collective endeavour.
9. Provide training, resources, and dedicated support to equip residents with the tools to participate effectively and confidently.
10. measure our progress not only in terms of engagement statistics but by the tangible impact that resident involvement has on services and satisfaction.

Strategic Objectives

Objective 1

Increase the opportunities for residents to participate and be listened to

We want to make resident engagement dynamic.

We will build on the successful foundations we have laid to develop engagement further. The Enfield 500 has met its target of signing up 500 residents to be available to be consulted and involved. We are committed to developing the E500 in terms of numbers participating and services using the platform to hear our residents' views. We will ensure that resident participation is not just encouraged but deeply embedded in every aspect of our services.

Residents want more opportunities to engage with the Council. The Council will provide different channels for involvement, making it easy to provide feedback and work together to improve services. This includes:

- Provide a diverse choice of involvement opportunities, including:
 - Online Meetings
 - Face to face Meetings
 - Events on Estates
- Offering the availability of multiple language translations
- Offering consultation opportunities.
- Using various activities to suit different lifestyles.
- Improving online tools for easier involvement.
- Supporting resident groups and making local services clearer

We will establish mechanisms to identify and dismantle obstacles to involvement, placing emphasis on reaching underrepresented groups striving for equity in every engagement initiative. By diversifying our approaches and being adaptable to changing needs, we aim to foster authentic connections between residents and council staff.

We will support and empower residents with knowledge and confidence to contribute meaningfully. We will facilitate opportunities for peer support and mentorship, so that experience and expertise can be harnessed across communities.

Accessible communication channels, whether digital, face-to-face, or through print, will ensure everyone has a voice, regardless of background or circumstance. We will maximise resident involvement by using communications channels chosen by residents. Residents have highlighted the need for better communication. The Council will maximise resident involvement by using preferred communication channels and providing clear feedback after consultations and service changes. The preferred methods of communication identified are:

- Email: 88%
- Letter and poster communications 58%
- Online meetings: 37%
- Face-to-face: 28%
- Telephone: 34%
- Events and workshops: 30%
- Text message: 37%
- Do not want to be contacted 2%

Through ongoing evaluation and a willingness to learn and improve, we will nurture a culture where feedback leads directly to action, and where each resident can see the visible results of their involvement. This will be a continuous journey, always striving to reflect the aspirations of Enfield's communities and adapt to new challenges as they arise.

Objective 2

Create a culture where all services listen to residents and act on what they have heard

Engaging with residents will never be a second thought.

Engagement will become a key part of the delivery of all service areas and there will be a commitment to develop a culture in which every service, from the first point of contact to the delivery of long-term projects, actively listens to resident voices and demonstrates accountability in taking action. This means making engagement an integral element of how we design, deliver, and evaluate all our services—not a one-off exercise, but a continuous and evolving partnership. Our ambition is to ensure that listening and acting on resident feedback becomes second nature across every team and level within Enfield Council Housing.

To achieve this, we will set clear expectations for all services to act transparently on what they have heard, ensuring regular updates to residents about the changes made as a result of their input. We will introduce new systems for collecting, sharing, and responding to resident feedback, so residents can see the tangible impact of their involvement, whether it is reflected in day-to-day repairs or longer-term strategic decisions.

We will ensure that all housing service teams formally engage in a coordinated way and apply the same principles as set out in this strategy. We will approach engagement or consultation with a view to enabling the resident view. And where we can, develop an environment where choice and decision is given to the residents.

Objective 3

Localise engagement by developing Housing Plans for estates and local areas

Developing Community Action Plans for estates and local areas will be central to work with residents to shape their neighbourhoods. These plans will be informed by developing local groups from the E500, tenant and resident associations, walkabouts and local insight. By drawing on resident experiences we will develop local tailored plans for improving the environment or communal space. Community Plans will serve as living documents, managed by local housing staff and evolving with changing priorities. The Housing Officer will regularly review with residents to measure progress and impact.

Through this approach, residents will not only have a voice in decisions but also play an active role in driving the transformation of their estates and local areas. The Council will provide resources and guidance, encourage participation from a diverse range of voices including underrepresented groups and ensure transparency throughout the process. Ultimately, these plans will create a foundation for sustainable, resident-led improvements and foster a sense of ownership and pride across Enfield's communities.

Objective 4: embed community involvement and engagement in the regeneration of our estates or major works in blocks

The success of any housing regeneration project depends on the active involvement and support of the local community, so the resident will be at the centre of the development.

By fostering open communication, building trust and ensuring transparency, we aim to create a collaborative environment where residents feel informed, empowered, and valued. We will work collaboratively with our residents individually, through the Resident Steering Group and the Enfield

500 to empower and encourage more residents to become actively involved.

We will ensure that tenants:

- Are informed and know when well in advance when things are going to be happen
- Can genuinely ‘have their say’, be listened to helping shape the project.
- Know where to get more information and who to contact to ask questions or raise any concerns

Measuring Success

What we will do

- Create a measurable action plan to ensure we achieve the commitments outlined in this strategy
- Link the actions to the annual Council Housing Work Plan to ensure resident involvement is effectively embedded
- Report annually to the Resident Scrutiny Panel on progress and outcomes
- Annually review the action plan

Enfield Council Housing and Growth Strategy 2025 – 2030

Enfield Council is committed to ensuring all council homes are safe, secure, sustainable, and well-maintained, with residents at the heart of shaping services. The Council’s strategy is built on resident-led co-production, where tenants and leaseholders directly influence priorities, design, and improvements. Initiatives such as the Enfield 500 forum, satisfaction surveys, and a strengthened complaints process give residents clear channels to share views, aspirations, and experiences. This feedback is central to decision-making, ensuring services are more accessible, responsive, and tailored to diverse needs, particularly for those with vulnerabilities.

The council recognises the importance of building trust and engagement, redesigning services so residents can resolve issues quickly while benefiting from proactive support such as Resident Relationship Officers and welfare advice. By combining resident insight with improved data systems, the council aims to identify and resolve problems earlier and plan services collaboratively.

Alongside this, Enfield will invest in regeneration, repairs, safety, and energy efficiency, guided by a 2025 stock condition survey and resident feedback. The overall approach ensures that investment decisions and housing management are not just for residents, but with residents, embedding co-production into every stage of service delivery and long-term housing strategy.

Enfield Council Housing Asset Management Strategy 2026 – 2029

The Council’s strategy is built on resident engagement and co-production, ensuring that priorities are shaped directly by residents. Repairs and maintenance remain the most important issue for residents, and investment has been aligned with their feedback, leading to measurable improvements in satisfaction.

Residents are not only consulted but actively involved in shaping services and projects through Enfield500, the Community Investment Panel, and targeted outreach. Engagement is flexible and inclusive, using multilingual communication, community leaders, digital platforms, and face-to-face events to reach all groups, including harder-to-reach residents.

Digital innovations such as RepairSense AI, online webforms, and video calling are improving accuracy, reducing complaints, and giving residents more control over their repairs experience. Alongside this, residents are helping define long-term standards and programmes, including the co-development of an “Enfield Homes Standard.”

This approach embeds resident voice at every level, creating a collaborative and transparent model of housing management that responds directly to community needs.

Resident Involvement Structure – how to get involved

1. Online, email, paper and SMS polls and questionnaires

We will use a variety of service specific and Housing wide surveys on a periodic basis and includes online and SMS questionnaires to increase participation. In addition, the Council will conduct Tenant Satisfaction Surveys (TSM's) on an annual

2. The Enfield 500

The Enfield 500 has over 500 residents signed up to participate in engagement and consultation activities. Attendances is driven by the resident dependent on what and how often they want to be involved. The group will also collaborate with the Council's Corporate Communications Team to assist with the content of the Housing News. Housing News is a regular communication newsletter that is sent to all tenants and leaseholders. Membership is open to all tenants and leaseholders living within the London Borough of Enfield.

Members of the E500 are involved in a range of engagements, including policies, communications, consultations and service involvement groups,

3. Scrutiny Panel

The E500 Tenants' Scrutiny Panel is an independent group of residents working with senior officers and the Cabinet member to oversee the scrutiny of service delivery, value for money and performance. The panel provides independent oversight, scrutiny and holds the services to account.

4. The Big Door Knock

The annual Big Door Knock is central to Enfield Council's resident involvement strategy. The initiative is a proactive approach that brings the Council to the doorstep of every community. By listening firsthand to residents where they live, it transforms engagement from passive consultation into active partnership. The insights and voices gathered through the Big Door Knock flow directly into Enfield's resident involvement structure, from neighbourhood conversations to service design, ensuring that lived experience shapes decision making at every level. This approach drives the Council's strategic vision of building trust, empowering residents, and co-creating thriving, inclusive communities. The Big Door Knock is not just an initiative, it is the foundation of a culture where every door is a point of connection, every conversation an opportunity for change, and every resident a partner in shaping Enfield's future.

5. Community Events

Bringing people together through well organised and structure community events and fun days that have clearly defined objectives, seeks to hear the voices of residents, and promote community cohesion, whilst giving residents the opportunity to influence services and have fun.

6. Tenants and Residents Associations

Tenant and Resident Associations are made up of tenants and residents who represent their area to bring about improvements in housing and related services. These groups adopt a model constitution and are formally recognised by the Council and can access funding and other support to help set up and maintain the Associations.

We can set up less formal organisations as Friends of Groups which may be single issue engagements or short term and can lead to a tenants association being formed.

7. Estate Walkabouts with Councillors

An estate walkabout is a planned and publicised walk around your neighbourhood or street. It is a wonderful way to highlight what could be improved and can be done with Housing Staff to ensure issues are recorded and actioned. Action plans with timescales will be issued to attending residents and ward Councillors.

8. Sheltered Housing Forum

The Sheltered Housing Forum is set up to ensure sheltered housing tenants participate in planning and monitoring the sheltered housing service. The Forum will provide a platform for raising and addressing issues of common concern to sheltered housing tenants that are related not just to Housing, but to all other relevant services.

The group will work to identify effective routes to supporting individuals to build resilience, maintain independence and identify sustainable solutions. It will track and monitor outcomes delivered from people services and identify any groups where outcomes are less favourable and require additional action to address.

9. Youth Engagement Forum

A digital group working in partnership with Youth Services, which seeks out the views of residents and tenants under the age of 25, to increase their voice and ensure their needs are taken into account.

Equality impact assessment (EqIA)

1. An Equalities Impact Assessment (EQIA) for the strategy has been completed and is appended to this report at Appendix 2.
2. The EQIA acknowledges the importance of ensuring that all protected groups have equal opportunities to participate in and influence service delivery decisions.
3. It has identified that disabled residents often face accessibility barriers to participating in engagement events. The Council will ensure these barriers, such as mobility issues, hearing, or vision impairments, are taken into consideration when planning events, and will provide alternative arrangements to accommodate these residents.
4. The EQIA acknowledges that some community groups are harder to reach than others due to various barriers such as language and lack of trust. The strategy aims to address this by collaborating with communities and community leaders to build trust and support all residents to access engagement events and actively participate in enhancing the services they use.

Contact Enfield Council

Civic Centre
Silver Street
Enfield
EN1 3XY
www.enfield.gov.uk

