



LONDON CITY AND NORTH

Your Voice. Your Home. Your Influence.

Tenant Consultation, Participation and Influence Guide

For residents at LandAid House, Monarch Court and Crouch End

CONSULTATION

Share your views before decisions are made.

PARTICIPATION

Take part in forums, surveys, scrutiny and co-design.

INFLUENCE

Help shape services and understand what happened after feedback.

Our commitment

Accessible ways to be heard, flexible participation and clear feedback about outcomes.

1. What this guide is for

This guide explains how residents can contribute to service planning, decision-making and improvement across YMCA London City and North.

Consultation

Views are requested before a decision.

Influence

Resident evidence and ideas are considered in decisions and improvements.

Participation

Residents take part through meetings, surveys, workshops and reviews.

What this means in practice

- Meaningful engagement includes a genuine opportunity to contribute, respectful listening, fair consideration and feedback about the outcome.

2. When YMCA may consult residents

Consultation may be used when YMCA is exploring a proposal, reviewing a service or seeking detailed information about residents' experiences.

Homes and spaces

Communal areas, facilities, repairs, safety and local arrangements.

Experience and priorities

Complaints learning, recurring issues and strategic priorities affecting residents.

Services and information

Policies, procedures, communications, activities and service standards.

What this means in practice

- Explain the purpose and what can be influenced.
- Provide relevant information in plain language.
- Allow reasonable notice and more than one route where practicable.
- Consider language, disability, literacy, confidence and digital access.
- Report what was heard, decided and why.

3. Ways to participate

Residents can choose a route that suits the issue and their preferred way of contributing.

Resident forums

Discuss updates, issues and ideas.

Focus groups

Explore a topic in depth.

Resident scrutiny

Review evidence and recommend improvements.

Digital or written feedback

Use QR codes, forms, email or suggestions.

Surveys

Give structured feedback.

Co-design

Shape a service, process or communication.

Walkabouts

Identify priorities in shared spaces.

Complaints and compliments

Raise dissatisfaction or recognise good service.

What this means in practice

- Take part once, occasionally or regularly.
- Ask for information in an accessible format.
- Request reasonable support to participate.
- Use an anonymous route where one is available.

4. The influence pathway

Resident influence is strongest when there is a clear route from an issue or idea to a decision, action and feedback.

1 Listen

Hear the experience, concern or idea.

3 Consider

Review options, risks, equality, cost and operations.

5 Act

Assign and progress agreed actions.

7 Review

Check impact and capture learning.

2 Understand

Clarify evidence and who is affected.

4 Decide

Reach a decision through the responsible person or group.

6 Report back

Explain the outcome and reasons.

What this means in practice

- Influence does not always mean agreement. It means views are heard, considered fairly and connected transparently to the decision.

5. Resident forums and scrutiny

Forums provide a regular space to discuss local issues, hear updates and agree actions. Scrutiny enables a focused review of a service area.

Forum cycle

Invite agenda items, share information, record actions and report progress.

Confidentiality

Focus on services and evidence, not unnecessary personal case details.

Scrutiny topics

Repairs, communal services, resident information, complaints learning, activities and move-on support.

What this means in practice

- Record key points, decisions, owners and next steps.
- Carry unresolved items forward or escalate them.
- Share updates after meetings.

6. Accessible and inclusive participation

Accessibility should be considered from the start.

Communication Plain language, explanations and alternative formats.	Choice Group, one-to-one, written, digital and non-digital routes.
Practical support Accessible venues, timing, preparation, interpreting or translation where available.	Fair representation Make reasonable efforts to hear residents with different experiences, including people who engage less often.

What this means in practice

- Listen without interrupting.
- Challenge ideas, not people.
- Do not use discriminatory, threatening or abusive language.
- Do not share another resident’s personal information.

7. Complaints, comments and compliments

Consultation does not replace the complaints process.

Suggestion

An idea for improvement.

Compliment

Recognition of a positive experience.

Safeguarding concern

A concern that someone may be at risk; tell staff immediately and call 999 for immediate danger.

Consultation response

A view about a proposal under consideration.

Complaint

Dissatisfaction requiring a formal response.

What this means in practice

- Residents should be able to raise genuine concerns and give critical feedback without being treated unfairly.

8. Showing the difference residents make

Good engagement tracks access, experience, influence, action and learning.

You said

Summarise the views and evidence received.

We explained

Give reasons where a suggestion cannot be adopted.

We did

Explain changes and actions.

What this means in practice

- Use forum action logs, consultation summaries, surveys, scrutiny reports, complaints learning and resident communications.
- Check whether agreed actions were completed and communicated.

9. How to get involved

Start with the Housing Pathways Team, your Housing Options Officer, reception or project communications.

LandAid House

Ask about resident engagement meetings, forums, surveys, co-design and ETE feedback.

Crouch End

Ask about forums, service feedback, activities, scrutiny and consultations.

Monarch Court

Ask about forums, surveys, communal-service feedback and participation.

What this means in practice

- Ask when the next forum or consultation will take place.
- Share a topic for an agenda.
- Volunteer for a focus group, co-design session or scrutiny review.
- Use available QR codes, surveys, suggestions or complaints routes.

10. My participation and influence record

Use this section to prepare and track what happened.

Issue or idea What should YMCA understand or consider?	Evidence What happened and who is affected?
Preferred outcome What change or response would help?	Contribution route Forum, survey, meeting, scrutiny or written feedback.
Response received What did YMCA say or decide?	Action and owner What happens next and who is responsible?
Review When will progress or impact be checked?	

Notes

Document note

This resident-facing guide brings together YMCA London City and North engagement, handbook and complaints information with current social-housing principles on transparency, influence and accountability. It does not replace the Licence Agreement, House Rules, formal policies or statutory consultation requirements.