



Adullam

Homes Transforming Lives

Easy read summary

This is an easy read of Adullam's
Coproduction, Involvement and Engagement
Strategy to cover the years 2025 to 2028.



What is a strategy?

A strategy is a plan for how you are going to achieve an aim. This strategy is for how we are going to improve coproduction, involvement and engagement at Adullam and have more people joining in.



Why do we need the strategy?

The strategy describes how we plan to make sure our tenants, residents and service users are at the centre of what we do.



In April 2024, a set of four consumer standards came into effect to deliver a “well-governed social housing sector” which provides quality homes and services for tenants.

The Coproduction, Involvement, and Engagement Strategy 2025-28 and Action Plan 2025 – 26 are heavily influenced by these consumer standards.

By actively involving residents in decision-making, coproduction helps social landlords meet the regulator's requirements for resident engagement, ensuring their needs are met and services are tailored to their preferences.

What is coproduction?

Coproduction means everyone connected with a project or service working together to do something.

Through coproduction Adullam wants to put emphasis on “lived experience”.

Coproduction is deciding together and acting together from the start to the end of a project to create a more equal partnership.



Principles

Principles are the ideas that a plan is based on.

There are important **principles** in coproduction.

1. Equality – everyone has something to give, and nobody is more important than anyone else.



2. Diversity – services should make sure a wide range of people take part in coproduction.



3. Access – there shouldn't be anything that makes it difficult for any group of people to take part in coproduction.



4. Reciprocity – this means everyone getting something for what they do in coproduction. It might be training or learning new skills, it might be getting expenses.



Where are we now?

The Coproduction Strategy for 2022-2025 helped introduce new ways of working with and of involving our tenants, residents and service users.

Lots of positive things were achieved. These include:

A Tenant Scrutiny Panel (TSP) was set up.

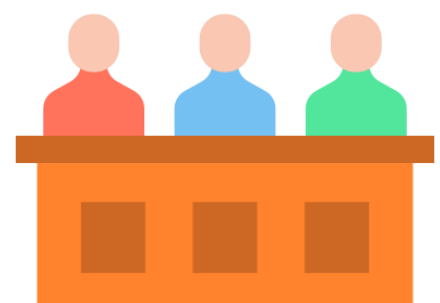
The Tenant Satisfaction Measures (TSM) survey was completed in April 2024.

TRS Excellence and Inclusion Award events were held with outstanding attendances.

A Coproduction Week each year saw new national and local offers agreed.

Tenants were consulted on rent and service charges.

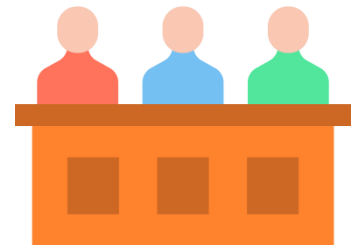
Tenants attended committee and forum meetings.



What comes next?

During the lifetime of this strategy, among the achievements we aim to deliver are:

- Taking the same approach to involvement throughout the whole organisation.
- We will train tenants, residents and service users to be what are called “scrutiny champions”. Scrutiny means checking how services are working.
- There will be a scrutiny panel made up of people from all over the organisation.
- We will use the agreed governance structure for CIE in all levels of decision-making nationally, regionally, locally and embedded as part of decision-making forums or committees.
- Providing co-production training for everyone.
- Better engagement through a communications plan using easy read documents, better website links, access to information, annual calendar of events and the annual national CIE week held each March.
- Celebrating success and sharing clever ideas throughout the organisation.



Support

Each project will have a specific budget for coproduction, involvement and engagement. This will be managed locally through arrangements decided upon using coproduction methodology.

Effective coproduction will be part of the core training programme that all staff will be expected to attend. TRS will have access to this training and support to attend.



Scrutiny champions will be given development training to support the role profile, allowing for effective contribution and fulfilment of role.

How will we know if it's working?

Targets will be agreed at the start of the year and there will be a report at the end of the year showing how well we have met the targets.

Every three months there will be reports from regions and areas showing the Operations Committee what has been done.

We will report to each Board meeting on progress made.



Review

We will review or check the strategy every three years to see if it is making people's lives better. We will use what we find out to make any changes that are needed.

