

Resident & Stakeholder Engagement Planning Framework for Procurement, Commissioning and Service Influence

1. Engagement Overview

- Engagement Title
- Lead Organisation
- Lead Officer
- Supporting Teams
- Procurement Category / Contract Area
- Geographical Area
- Date Engagement Commences
- Anticipated Completion Date
- Version Control and Review Date

2. Purpose of Engagement

- Describe why this engagement is taking place.
- Outline the procurement, commissioning or contract decision being influenced.
- Explain what residents, customers and stakeholders can genuinely influence.
- Clarify non-negotiable regulatory, legal or financial constraints.
- Explain how engagement outcomes will be used in decision-making.

3. Strategic Drivers

- Consumer Standards
- Tenant Satisfaction Measures (TSMs)
- Transparency, Influence and Accountability Standard
- Housing Ombudsman Complaint Handling Code
- Building Safety Act
- Awaab's Law
- Social Value Commitments
- Equality, Diversity and Inclusion Commitments
- Corporate Plan Objectives

4. Engagement Objectives

- Improve transparency in procurement activity.
- Increase resident confidence in supplier selection.
- Capture lived experience and service insight.
- Influence service specifications and KPIs.
- Improve value for money outcomes.
- Strengthen trust and accountability.
- Ensure procurement reflects local need and customer priorities.

5. Stakeholder Mapping

- Residents
- Leaseholders
- Shared Owners
- Tenant Panels
- Scrutiny Groups
- Young People
- Older Persons
- Digitally Excluded Customers
- Disabled Residents
- Community Organisations
- Ward Councillors
- Staff Teams
- Contractors and Suppliers

6. Equality, Diversity and Inclusion Considerations

- Accessibility adjustments required
- Translation requirements
- Easy Read versions
- Large print requirements
- BSL or interpretation needs
- Digital inclusion support
- Transport or venue access considerations
- Safeguarding considerations

7. Scope of Resident Influence

- Service standards
- Customer experience expectations
- Supplier behaviours
- Social value priorities
- Communication standards
- Contract monitoring
- Performance indicators
- Evaluation scoring input
- Resident interview panels

8. Engagement Methods

- Face-to-face workshops
- Focus groups
- Online meetings
- Telephone engagement
- Surveys
- Estate walkabouts
- Interactive engagement sessions
- Procurement evaluation panels
- Drop-in events
- Co-design workshops
- Digital consultation portals

9. Engagement Activity Planner

Activity	Audience	Lead Officer	Method	Date	Outcome / Evidence

10. Communications and Promotion Plan

- Resident newsletters
- SMS messages
- Social media
- Community posters
- Website articles
- Targeted email campaigns
- Community champions
- Local events and roadshows

11. Risk Assessment and Mitigation

- Low engagement levels
- Consultation fatigue
- Lack of trust in decision-making
- Digital exclusion
- Misunderstanding procurement limitations
- Conflicting stakeholder priorities
- Political sensitivities
- Supplier challenge or reputational concerns

12. Procurement Transparency and Governance

- Clarify procurement rules and thresholds.
- Explain evaluation criteria in plain English.
- Document decision-making processes.
- Ensure conflicts of interest are managed.
- Provide resident feedback summaries.
- Maintain audit trails and governance records.

13. Data Protection and Confidentiality

- GDPR compliance
- Consent arrangements
- Secure storage of engagement records
- Anonymisation of responses
- Retention periods
- Freedom of Information considerations

14. Resident Feedback Analysis

- Key themes identified
- Top priorities raised
- Areas of dissatisfaction
- Suggested improvements
- Quick wins
- Long-term recommendations
- Quantitative analysis
- Qualitative insight

15. Influence and Decision Tracking

- What residents said
- What action was taken
- Why decisions were made
- What could not be changed and why
- Evidence of resident influence
- Performance monitoring arrangements

16. Supplier and Contractor Engagement Standards

- Expected behaviours
- Resident communication expectations
- Equality and inclusion standards
- Complaint handling requirements
- Social value delivery expectations
- Safeguarding responsibilities
- Customer service standards

17. Monitoring, Evaluation and Learning

- How success will be measured
- KPIs and outcomes
- Lessons learned
- Resident satisfaction with engagement
- Future improvement opportunities
- Reporting arrangements to Boards and Committees

18. Example Engagement Timeline

Phase	Activity	Indicative Timescale	Responsible Lead
Preparation	Stakeholder mapping and planning	Weeks 1–2	Lead Officer
Awareness	Communications and promotion	Weeks 2–3	Communications Team
Engagement	Resident engagement activity	Weeks 3–6	Engagement Team
Analysis	Review feedback and findings	Weeks 6–7	Procurement Team
Decision	Recommendations and approvals	Weeks 7–8	Senior Leadership
Feedback	You Said, We Did publication	Week 9	Customer Team

19. Final Sign-Off and Assurance

Engagement Lead Approval: _____

Procurement Approval: _____

Customer Influence Approval: _____

Governance / Legal Review: _____

Equality Impact Review: _____

Executive or Committee Sign-Off: _____

20. Good Practice Principles

All engagement activity should be based on openness, transparency, inclusion, respect, evidence-based decision-making and meaningful influence. Residents and stakeholders should understand what they can influence, how their feedback will be used and what difference their involvement has made. Procurement engagement should never be tokenistic and should demonstrate clear accountability, learning and service improvement.