



Resident Engagement Policy

**Clear governance.
Strong practice.
Safe services.**



**Clear governance.
Strong practice.
Safe services.**

1. Purpose

Resident engagement at D2 PropCo must reflect the realities of our service model: short stays, high turnover, and residents who may be experiencing trauma, crisis, or instability. Traditional long term involvement structures used in social housing are not always appropriate or accessible. Instead, our purpose is to create simple, safe, and meaningful ways for residents to influence their environment, share their views, and shape the service they receive, even if they are only with us for a short time.

This policy sets out a proportionate, trauma informed approach to engagement that strengthens our learning culture, supports service improvement, and ensures residents feel heard throughout their stay.

2. Our Approach

Engagement at D2 is rooted in our values of openness, honesty, accountability, and continuous improvement. Because our residents may be in crisis or transition, engagement must be flexible and sensitive to their circumstances. We focus on creating opportunities that feel safe, voluntary, and accessible, not burdensome or formal.

Our approach recognises that engagement happens in many ways: through everyday conversations, compliments and complaints, house meetings, micro surveys, and creative low barrier techniques. We value lived experience as expertise and ensure that insights from residents directly inform service improvement.

3. Scope

Resident engagement at D2 PropCo must be clear, predictable, and easy to navigate. Because our residents often arrive in crisis and may stay for only a short period, it is essential that they understand what aspects of the service they can influence and how their voice will be heard. Defining the scope of engagement ensures consistency across all settings, avoids confusion, and supports a fair and transparent approach.

This policy applies to all activities that enable residents to share views or influence decisions relating to:

- accommodation and house management
- repairs and property condition
- safety, wellbeing, and communal living
- communication and information
- service design and improvement



Clear governance. Strong practice. Safe services.

It includes individual and collective engagement, formal and informal routes, and feedback provided directly or through advocates.

It does not cover formal complaints (addressed in the Compliments, Comments & Complaints Policy), safeguarding concerns, or issues relating to other agencies.

4. Definitions

A shared language is vital for effective engagement. Residents, staff, partners, and commissioners all need to interpret key terms in the same way so that expectations are aligned and processes remain consistent. Clear definitions help residents understand the different ways they can contribute, and help staff recognise and record engagement appropriately.

- Resident Engagement: Any activity that enables residents to share views, influence decisions, or contribute to service improvement.
- Individual Engagement: One to one conversations, feedback, or suggestions relating to a resident's own experience.
- Collective Engagement: Opportunities for residents to contribute to wider service improvement (e.g., house meetings, themed discussions, Question of the Month).
- Advocate: A person acting on behalf of a resident with their consent.

5. Principles of Resident Engagement

Our engagement model is grounded in principles that reflect D2's values and the unique needs of our resident group. Many residents have experienced trauma, instability, or distrust of services, so engagement must be offered in a way that feels safe, respectful, and voluntary. These principles guide every interaction, from a quick conversation in a hallway to a structured house meeting, ensuring that engagement is always meaningful, proportionate, and rooted in dignity.

We are guided by:

- Safety: Engagement must never compromise wellbeing or feel pressured.
- Choice: Participation is voluntary and offered at the right time.
- Respect: Residents' lived experience is valued as expertise.
- Proportionality: Engagement opportunities match the realities of short stay accommodation.
- Accessibility: Multiple routes, formats, and supports are available.
- Learning: Insights feed directly into service improvement and governance reporting.



**Clear governance.
Strong practice.
Safe services.**

6. Engagement Opportunities

Residents staying in temporary or emergency accommodation often have limited capacity for structured involvement. Engagement must therefore be light touch, flexible, and responsive. D2 offers a range of opportunities designed to meet residents where they are.

6.1 Individual Engagement

Individual engagement is often the most meaningful and accessible route for residents. It includes:

- welcome conversations
- move in and move out feedback
- repairs and property condition feedback
- one to one discussions with staff
- compliments and complaints
- quick response feedback cards or QR codes

These interactions provide rich insight into the resident experience and help us respond quickly to issues.

6.2 Collective Engagement

Collective engagement provides opportunities for residents to influence shared spaces and communal living. This includes:

- House Meetings: Short, informal meetings held regularly in each setting to discuss safety, cleanliness, repairs, and communal expectations.
- themed discussions (e.g., safety, wellbeing, repairs)
- pop up engagement sessions in communal areas
- micro surveys (digital or paper)

6.3 Creative or Informal Engagement

Some residents prefer low pressure, informal ways to contribute. D2 encourages:

- noticeboard ideas
- suggestion slips
- resident led ideas for communal spaces
- informal conversations during routine staff contact



**Our Purpose is Shelter.
Our Values are Strength.
Our Promise is Dignity.**

6.4 Question of the Month

To create a consistent, organisation wide engagement rhythm, each D2 setting will display a Question of the Month. This is a single, simple question designed to gather quick insights on a specific theme (e.g., “What would make you feel safer in the house?” or “What’s one thing we could improve this month?”). Responses can be given verbally, on paper, or via QR code. Themes rotate monthly and feed directly into service improvement.

6.5 Engagement Through Advocates

Residents may choose to engage through:

- support workers
- local authority officers
- partner agencies

This ensures that engagement remains accessible to those who face barriers to direct participation.

6.6 Promoting External Engagement Opportunities

Residents in temporary or emergency accommodation often have valuable lived experience that can inform local and national policy, service design, and system improvement. D2 PropCo is well placed to act as a bridge, ensuring residents are aware of these opportunities and can participate safely and voluntarily. D2 will promote opportunities from:

- Local Authorities: homelessness strategy consultations, temporary accommodation reviews, surveys, engagement events
- Health Boards: mental health, substance misuse, public health engagement
- National Bodies & Charities: research studies, national homelessness surveys, government consultations, sector wide engagement

Participation is always voluntary, and D2 will ensure residents understand the purpose, confidentiality, and potential impact of external engagement.

6.7 Engagement with Community Groups

Residents can often feel disconnected from the wider community, especially when living through crisis or transition. Positive engagement with local community groups can reduce isolation, improve wellbeing, and support residents to build confidence, routine, and social connection. D2 promotes safe, voluntary opportunities for residents to engage with community groups where this supports their wellbeing and aligns with their personal circumstances.



**Clear governance.
Strong practice.
Safe services.**

Opportunities may include:

- community centres and wellbeing hubs
- foodbanks and community cafés
- peer support groups
- sports, arts, and creative activities
- volunteering opportunities
- libraries and digital access hubs
- community events and seasonal activities

D2 will share information, display materials, and support residents to participate safely and appropriately.

7. Barriers & Reasonable Adjustments

Residents staying in temporary or emergency accommodation may face a wide range of barriers that affect their ability or willingness to engage. Trauma, mental health challenges, language needs, literacy, digital exclusion, and the pressures of day to day life can all limit participation. A one size fits all approach is therefore neither fair nor effective. D2 will:

- offer multiple ways to engage
- provide translation or interpretation
- use simple, accessible formats
- avoid long forms or complex processes
- ensure engagement never feels compulsory
- provide quiet, private spaces for sensitive conversations

8. How We Use Resident Feedback

Engagement only becomes meaningful when it leads to action. Residents need to see that their views matter and that their contributions shape the service they receive. D2 records, analyses, and uses feedback from all engagement routes, including compliments, complaints, house meetings, Question of the Month, and informal conversations. We will:

- acknowledge feedback
- record themes and insights
- analyse trends
- share learning with staff and partners
- include findings in quarterly and annual reporting
- demonstrate impact through “you said, we did” updates



**Clear governance.
Strong practice.
Safe services.**

9. Governance & Accountability

Strong governance ensures that resident engagement is not an isolated activity but a core part of how D2 PropCo learns, improves, and assures quality. Engagement insights sit alongside complaints, incidents, safeguarding, and risk management as part of our wider learning culture. Clear lines of accountability ensure that feedback is acted upon, monitored, and reported at the right levels. Oversight is provided by:

- Service Managers – ensuring engagement opportunities are offered and recorded
- Senior Leadership Team – reviewing themes and approving improvements
- Board – receiving assurance through quarterly reporting

10. Welsh Language Standards

For services delivered in Wales, language choice is a matter of rights, dignity, and respect. Residents must be able to engage, ask questions, and share their views in the language they feel most comfortable using.

Engagement opportunities, whether written, verbal, or digital, will be available equally in Welsh and English, in line with the Welsh Language (Wales) Measure 2011.

11. Review of Policy

This policy will be reviewed annually or sooner if:

- commissioning requirements change
- learning from engagement indicates a need for revision
- legislation or good practice guidance changes



**Clear governance.
Strong practice.
Safe services.**

12. Version Control

Policy Owner:	Managing Director
Approval:	Senior Management Team
Date:	30/05/26
Tier:	2 – Operational Policy
Linked Policy Pillars (Tier 1):	Safeguarding HR Governance Whistleblowing Health & Safety Risk Management Data Protection Equality, Diversity & Inclusion
Review Cycle:	Annual

Lets Talk

CARDIFF: 02920 024429 / **CAERPHILLY:** 07816 897244

EMAIL: info@d2propco.com

CARDIFF (SOUTH)

Millgrove House,
Parc Ty Glas,
Llanishen, Cardiff
CF14 5DU

FLINTSHIRE (NORTH)

11 Chester Road
West Shotton
Deeside
CH5 1B

WAREHOUSE

Unit 22, Dyffryn Court
Dyffryn Ind.Est.
Caerphilly
CF82 7TT