Riverside knitting group & Tenants from Seniors United Group (Sheltered Housing tenants) donating blankets, twiddle muffs and other items to Burton Hospital.
Introduction to the report

The database of tenant involvement was first set up in 2008 to register tenants that have shown an interest in having a say in how their Housing Services are delivered.

Each year the number of tenants wishing to get involved in their housing service, in a way that suits them, has grown. The Tenant Regulatory and Involvement Team have actively encouraged traditionally ‘hard to reach’ groups to get more involved in their communities and housing services. This has proved successful and there are now more tenants aged 35 years and under and families registered with us.

Tenant’s views are very important to Housing Services when reviewing policies and procedures and they are actively encouraged to have their say in a way that suits them, from tenant groups, workshops, completing customer satisfaction surveys to assisting on tenant inspections.

The Tenant Regulatory and Involvement Team works with tenants and leaseholders to review how tenant involvement can be improved and developed. At any community events, fun days, estate inspections or other tenant initiatives, the Tenant Regulatory and Involvement Team will encourage participation and offer an opportunity to listen to tenant’s views and expectations around the services they receive.

The ‘Tenant Involvement & Consultation Strategy’ was written with the assistance of the ‘Tenant Involvement Group’ (TIG) who oversees the implementation of the action plan going forward. The action plan is reviewed annually and contributes to Landlord Services Annual Report.

Copies of the latest ‘Annual Report’ can be found on the Tamworth Borough Council website: http://www.tamworth.gov.uk/tenant-involvement or by telephoning 01827 709709 ext. 260 and requesting that it is posted out or emailed to you.

This year we had 613 tenants registered on the database of tenant involvement. 58 of those registered have been added this year alone. 134 tenants were removed following GDPR (General Data protection Regulation) guidelines. A final total of 479 tenants are now registered with us.

Of the tenants registered with us 30% are ‘active tenants’ meaning they have engaged with us on at least one occasion in the last financial year, 1 April 2018 – 31 March 2019.

We are always looking at new ideas to engage with tenants and welcome ideas from you.
**Summaries of key findings**

A total of 58 new tenants have been added to the database of tenant involvement between 1 April 2018 and 31 March 2019.

134 tenants were removed from the database of tenant involvement for the following reasons:
- No longer a tenant of Tamworth Borough Council
- Requested to be removed
- Removed due to ill health / deceased
- We were unable to contact tenants to confirm that they wish to remain registered on the database of involvement

479 (100%) would like more information / would like to get involved in focus groups/surveys/consultations

223 (46%) would like more information / would like to get involved in the Tenant Involvement Group or tenant involvement activities

391 (82%) would like more information / would like to get involved in estate inspections/community events and open days

209 (44%) would like more information / would like to get involved in how anti-social behaviour is tackled or attending the related performance working group

147 (31%) would like more information / would like to get involved in performance chambers

144 (30%) would like more information / would like to get involved in tenant inspections

*(Please refer to appendix 1 to see all findings)*

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Open House tenants quarterly e-newsletter
### Key trends – database of tenant involvement

<table>
<thead>
<tr>
<th></th>
<th>1 April 2014 - 31 March 2015</th>
<th>1 April 2015 - 31 March 2016</th>
<th>1 April 2016 - 31 March 2017</th>
<th>1 April 2017 - 31 March 2018</th>
<th>1 April 2018 - 31 March 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number on the database of involvement</td>
<td>497</td>
<td>546</td>
<td>617</td>
<td>557</td>
<td>479</td>
</tr>
<tr>
<td>How many of these are new tenants?</td>
<td>75</td>
<td>80</td>
<td>87</td>
<td>32</td>
<td>58</td>
</tr>
<tr>
<td>2 main areas of interest to tenants</td>
<td>Repairs &amp; improvements</td>
<td>Repairs &amp; improvements</td>
<td>Repairs &amp; improvements</td>
<td>Repairs &amp; improvements</td>
<td>Repairs &amp; improvements</td>
</tr>
<tr>
<td></td>
<td>Anti-social behaviour</td>
<td>Anti-social behaviour</td>
<td>Anti-social behaviour</td>
<td>Anti-social behaviour</td>
<td>Anti-social behaviour</td>
</tr>
<tr>
<td>Ethnicity</td>
<td>97% White – British</td>
<td>98% White – British</td>
<td>98% White – British</td>
<td>97% White – British</td>
<td>98% White – British</td>
</tr>
<tr>
<td>% of BME</td>
<td>3%</td>
<td>2%</td>
<td>2%</td>
<td>3%</td>
<td>2%</td>
</tr>
<tr>
<td>Gender</td>
<td>26% male</td>
<td>26% male</td>
<td>26% male</td>
<td>25% male</td>
<td>27% male</td>
</tr>
<tr>
<td></td>
<td>74% female</td>
<td>74% female</td>
<td>74% female</td>
<td>75% female</td>
<td>73% female</td>
</tr>
<tr>
<td>Age - % of tenants 35 and under</td>
<td>38%</td>
<td>34%</td>
<td>34%</td>
<td>29%</td>
<td>25%</td>
</tr>
<tr>
<td>Active tenants</td>
<td>177 (36%)</td>
<td>211 (39%)</td>
<td>317 (51%)</td>
<td>106 (19%)</td>
<td>146 (30%)</td>
</tr>
</tbody>
</table>
Improvements recognised over a 5 year period

Tenant’s Voice reviewed Landlord Services literature and publications to ensure all information is presented in a customer friendly manner using ‘Plain English’.

Data is collected more effectively covering equality and diversity information, where possible, through on-going customer profiling at every opportunity.

The introduction of ‘connectTxt’ for mobile phones allowing us to contact tenants by text and for us to receive texts back has proved very successful and an invaluable contact method. As a lot of our tenants have told us that they have free text bundles we believe this is an excellent way forward to communicate with customers.

Introduction of e-publications to include Open House tenants e-newsletter and Annual Report to tenants. All publications are available by post for tenants who have no access to the internet.

Customer satisfaction surveys are produced in relation to all service areas and these can be completed at home or with assistance, if required.

Annual programme of estate inspections - tenants are notified through Open House and on the Council website of the areas to be inspected and are encouraged to tell us about concerns around the area in which they live. All areas across the borough are inspected over a 10 month period. Estate inspections have proved to be very successful and we have recognised significant improvements across all Tamworth estates.

The Tenant Regulatory and Involvement website has been improved with the assistance of tenants to make it more ‘user friendly’.

More families and young people have been encouraged to register with us and to actively engage with us through various activities.

‘Seniors United’ working group and ‘Tenants Consultative Group’ have seen a rise in tenants sharing their views and experiences.

Over an 11 month period communal cleaning audits across all 71 areas in receipt of communal cleaning are carried out by Tenant Inspectors.

Service improvement groups have been set up to look at anti-social behaviour and the complaints process.
• Continue to collect customer profiling information for all tenants to allow us to know and understand our customers better and to develop services that meet customer needs and expectations

• Continue to encourage involvement with traditionally ‘hard to reach’ groups and to recruit new members to register onto the tenant database of tenant involvement

• Continue to promote partnership and locality working

• Work with Tenancy Sustainment Officers to actively encourage tenant involvement at the 6 week new tenancy visit and explain the benefits to all new customers

• Continue to look at ways of promoting housing and health within the Tamworth borough.

• Continue to consider ‘value for money’ when considering new initiatives

• Consider ways of promoting stronger neighbourhoods and communities.

**Events planned for next year**

1. Two ‘Plant a Pot’ events at sheltered housing schemes on a rolling programme

2. Monitor customer satisfaction for Gas repairs / gas service and the Council’s repairs service.

3. Estate Inspections - annual programme over 10 months. Tenants are invited to come along by contacting the Tenant Regulatory and Involvement Team. All dates are advertised on the Council’s website and the tenants Open House e-newsletter.

4. Communal cleaning inspections with Tenant Inspectors over 11 months

5. Repairs Service Improvement Group will be set up with Wates, the Council’s repairs Contractor.

6. Tenants will be invited to visit Wates call centre to understand how repairs are reported and logged

**How can you get involved?**

There are many ways in which tenants and leaseholders can get involved in their housing services at Tamworth Borough Council. Tenants are encouraged to participate in a way that suits them, in areas of interest to them and as often or as little as they want.

By getting involved we can listen to your concerns and expectations. By listening to you we can work together to make a real difference to the area that you live in.
Selections of ways that you may want to get involved with us are:

- Customer satisfaction surveys
- Forums/Workshops/Tenant conference
- Attending meetings/service improvement groups
- By becoming a Tenant Inspector
- Free training
- Attending estate inspections/estate based events
- Customer satisfaction surveys
- Getting involved in projects, for example, plant a pot and many more.

**How can I join?**
If you decide that you want to become involved a small form will be completed and you can do this in the following ways:

- Completing it and posting it back to the freepost address provided
- Completing it over the telephone – 01827 709709 ext. 260
- Completing it at an event or estate inspection with a member of the team
- Completing it at the ‘new tenancy visit’ with your area Tenancy Sustainment Officer.

**How much time will I have to give?**
Once you have registered with us you will be invited to participate in any activity you have shown an interest in. You can choose to opt in or out to what suits you. Help with travel and any reasonable ‘out of pocket’ costs will be made available where appropriate. Why not look at the frequently asked questions on line [http://www.tamworth.gov.uk/ways-get-involved](http://www.tamworth.gov.uk/ways-get-involved)

NB: From 25 May 2018 new data protection laws will be in place and we will not be allowed to send out any publications without your permission first. If you wish to still receive Open House tenant’s e-newsletter or the Annual Report then you will need to advise us.
Appendix 1: Number of tenants involved across areas of Tamworth
(Figures correct at time of publication 1 April 2019)

<table>
<thead>
<tr>
<th>Area</th>
<th>Total number of properties</th>
<th>Number of tenants involved by area</th>
<th>% of tenants involved by area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amington</td>
<td>364</td>
<td>40</td>
<td>11%</td>
</tr>
<tr>
<td>Belgrave</td>
<td>295</td>
<td>19</td>
<td>6%</td>
</tr>
<tr>
<td>Bolehall</td>
<td>336</td>
<td>37</td>
<td>11%</td>
</tr>
<tr>
<td>Coton Green</td>
<td>65</td>
<td>5</td>
<td>8%</td>
</tr>
<tr>
<td>Dosthill</td>
<td>80</td>
<td>8</td>
<td>10%</td>
</tr>
<tr>
<td>Fazeley/Fazeley Rd Estate</td>
<td>107</td>
<td>9</td>
<td>8%</td>
</tr>
<tr>
<td>Gillway</td>
<td>261</td>
<td>14</td>
<td>5%</td>
</tr>
<tr>
<td>Glascote</td>
<td>599</td>
<td>64</td>
<td>11%</td>
</tr>
<tr>
<td>Hockley</td>
<td>150</td>
<td>10</td>
<td>7%</td>
</tr>
<tr>
<td>Kettlebrook</td>
<td>210</td>
<td>22</td>
<td>10%</td>
</tr>
<tr>
<td>Leyfields</td>
<td>449</td>
<td>57</td>
<td>13%</td>
</tr>
<tr>
<td>Stonydelph</td>
<td>712</td>
<td>87</td>
<td>12%</td>
</tr>
<tr>
<td>The Leys</td>
<td>50</td>
<td>4</td>
<td>8%</td>
</tr>
<tr>
<td>Town Centre/Balfour/Lichfield Street</td>
<td>405</td>
<td>65</td>
<td>16%</td>
</tr>
<tr>
<td>Two Gates</td>
<td>20</td>
<td>4</td>
<td>20%</td>
</tr>
<tr>
<td>Wilnecote</td>
<td>108</td>
<td>12</td>
<td>11%</td>
</tr>
</tbody>
</table>

Chris Maddox, NHS Community Partnerships & Charities Manager, receiving knitting donations for local hospitals
Appendix 2: full breakdown of tenant responses when joining the database of tenant involvement (479 Tenants in total)

I would like to be involved in the following ways (Several options can be chosen)…..

32 (7%) would like more information / would like to get involved in Tenants Consultative Group

25 (5%) would like more information / would like to get involved in Tenants Voice/Editorial Panel

45 (9%) would like more information / would like to get involved in the Complaints Review Panel

209 (44%) would like more information / would like to get involved in the ASB Service Improvement Group

479 (100%) would like more information / would like to get involved in Focus groups/surveys/consultations

391 (82%) would like more information / would like to get involved in Estate inspections/community events/open days

223 (46%) would like more information / would like to get involved in Tenant Involvement Group

56 (12%) would like more information / would like to get involved in Seniors United

144(30%) would like more information / would like to get involved in Tenant Inspections

147 (31%) would like more information / would like to get involved in Performance Chambers

6 (1%) would like more information / would like to get involved in Mystery Shopping

All reasonable ‘out of pocket’ expenses are reimbursed by the Tenant Regulatory and Involvement Team on the production of a valid receipt. Free transport can also be arranged by contacting the team at least 48 hours before and event/meeting.
Appendix 3: About You

The following figures are recorded over a 12 month period, 1 April 2018 – 31 March 2019. *All figures are rounded to the nearest %.*

Between 1 April 2018 and 31 March 2019 we received 58 new requests from tenants to register onto the ‘database of tenant involvement’.

**Is English your first language?**

479 (100%) of tenants registered on the database of tenant involvement have stated that their first language is English.

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>(BME 2%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>White – British</td>
<td>(98%)</td>
</tr>
<tr>
<td>Mixed – White &amp; Black Caribbean</td>
<td></td>
</tr>
<tr>
<td>Asian or Asian British – Indian</td>
<td></td>
</tr>
<tr>
<td>Black or Black British</td>
<td></td>
</tr>
<tr>
<td>White - Other</td>
<td></td>
</tr>
</tbody>
</table>

**Do you consider yourself to have a disability?**

315 (66%) of tenants *do not* consider themselves disabled

164 (34%) of tenants *do* consider themselves to have a disability

Of the 164 (34%) of tenants who consider themselves disabled the following statements have been made;

87 (53%) stated that their disability affects what they do and 'limits them a little'.

77 (47%) stated that their disability affects what they do and 'limits them a lot'.

**Gender**

128 (27%) male

351 (73%) female
Age

15 (3%) of tenants are between the ages of 18-24
106 (22%) are aged 25 - 35
117 (25%) are aged 36 - 49
106 (22%) are aged 50 - 65
81 (17%) are aged 66 - 75
54 (11%) of tenants are 76 years of age or over

NB: The Tenant Regulatory and Involvement Team have actively encouraged younger tenants and families to become more involved in their housing services.

Appendix 4: Last year tenants got involved in a variety of ways:

- Over 1,500 customer satisfaction surveys completed across Landlord Services
- 70 planned communal cleaning audits were completed with Tenant Inspectors over an 11 month period
- 10 wards, 215 roads have been inspected as part of the estate inspections, planned in over 10 months, with the assistance of Tenant Inspectors
- We have 18 active Tenant Inspectors and 1 tenant co-ordinator
- Tenants have assisted in the publication of the quarterly Open House e-newsletter
- Tenants/residents are actively involved in community projects – donating food and toiletries to local foodbank, knitting blankets, twiddle muffs and getting involved in the Mercian Mosaic art project to name a few.
- Two ‘Plant a Pot’ events have been held at sheltered housing schemes. Tenants’ living in Sheltered Housing Schemes have requested the continuation of the ‘Plant a Pot’ events as they are inclusive to all and encourages community engagement.
- Construction Employability programme assisted jobseekers to gain skills for future employment. The course was aimed at unemployed Tamworth residents and care leavers who face extra barriers into employment. It provided delegates with a BTEC Level 1 qualification into construction, asbestos training, the Construction Skills Certification Scheme test and a guaranteed interview with Wates (Tamworth Borough Council’s Repairs contractor) and their supply chain.
- One community event held at Smithy Lane, Wilnecote
➢ PCSO/Police engagement days seen tenants actively engaging with their local services

➢ Tenants reviewed Landlord Services website to check that it is easy to navigate and user friendly.

➢ Landlord Services are scrutinised by tenants and recommendations made through working groups like the Anti-Social Behaviour Service Improvement Group, Complaints Review Panel and Tenant Consultative Group (TCG).

➢ Tenants visited Wates call centre

➢ Tenant Involvement Group oversees the implementation of actions and performance targets set out in the Tenant Involvement & Consultation Strategy

➢ Tenants have successfully told us what they are interested in and what housing issues they have through focus groups, consultation and customer satisfaction surveys.

➢ Sheltered housing tenants meet regularly to discuss issues surrounding wellbeing, tackling social isolation and loneliness, housing issues and listen to talks from guest speakers.

➢ ICT workshop allowed tenants to learn about their ‘gadgets and gizmos’. They brought along their Ipads, mobile telephones, laptops, kindles and tablets and received helpful advice on how to use them and how to log issues/concerns on Tamworth Borough Council’s website.

➢ Edward Court set up their own slimming club and lost over 12 stone by healthy eating and gentle exercising. This was introduced following the previous year’s cook and healthy eating programme that they participated in

Appendix 5: Tenant regulation & involvement in pictures

Bright Crescent
Plant a Pot event
Construction Employability Programme

Riverside Knitting Club
Donations for local hospitals

Glenfield knitting club
donating clothing for children in need

Mr Maurice Arnold

ICT workshop

Magnolia Plant a Pot event
Tenant Inspectors

Estate Inspection

Communal cleaning inspection

Mercian Mosaic

Wilnecote Community Event

Senior’s United Group

Tenant’s visit Wates call centre
If you wish to discuss this review or to get involved in having your say about the Housing Services you receive then please contact the Tenant Regulatory and Involvement Team in the following ways:

Telephone: 01827 709709 ext.260

Email: tenantparticipation@tamworth.gov.uk

Tenant Regulatory and Involvement Team
Tamworth Borough Council
Marmion House
Lichfield Street
Staffordshire
B79 7BZ