

TAMWORTH BOROUGH COUNCIL

TENANT INVOLVEMENT

Opportunities to influence Housing Services

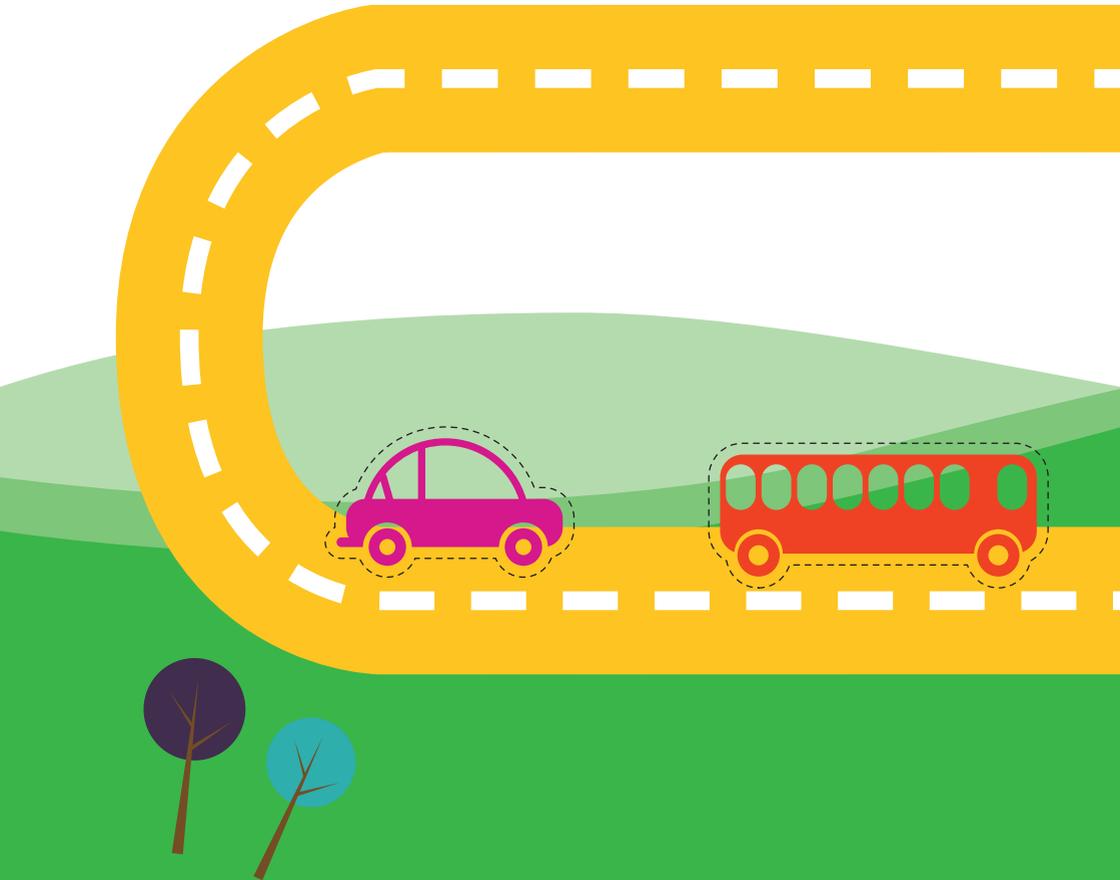


Tamworth
Borough Council

TENANT INVOLVEMENT

Tamworth Borough Council is committed to involving, consulting and informing our customers on a wide range of issues. We believe that involving customers improves the effectiveness of our housing services and can help you to develop new skills.

Tenant involvement is about giving you the opportunity to have a say in the way we provide housing services. It means that you will be able to influence the decisions that affect you, your homes and communities. We provide a wide range of involvement opportunities to enable people of all backgrounds, ages and minority groups to participate.



Get involved

It is easy to get involved. If you have never done anything like this before then we can help you decide which option is best for you. We offer:



- Training and support where necessary
- Payment towards childcare or other care costs to enable you to attend meetings/events/consultation
- Payment to cover any travel costs incurred or help in arranging transport

The amount of time and commitment is up to you

Responding to a questionnaire twice a year is as valuable as attending a meeting to give feedback. Involvement can be as convenient as you want it to be. To help you decide the most suitable level of involvement for you, we have graded the various involvement activities using a 'star' system. The number of stars shown next to the heading indicates the amount of time and commitment required:



- ★ A small amount of time and commitment is required to participate and consultation is on an infrequent basis (i.e. 5 or 10 minutes or as and when)
- ★★ A medium amount of time and commitment is required (i.e. two to three hours every two to three months)
- ★★★ The highest amount of time and commitment is required to become involved (i.e. two to three hours per month)

Formal opportunities for involvement

★★★ Tenant Consultative Group

The Tenant Consultative Group provides a united voice for tenants and leaseholders across the borough. This group discusses a range of issues and is involved in the decision-making process to improve housing services for all. This group is consulted on all tenant-related policies, practices and procedures and current issues affecting Tamworth Borough Council and its tenants.



★★ Tenant Involvement Group

The Tenant Involvement Group oversees the implementation of actions and performance targets set out in the Tenant Involvement and Consultation Strategy. In addition to this, the group closely monitors all customer intelligence and feedback against Landlord Services and monitors the annual customer satisfaction calendar.



Informal opportunities for involvement



★★★ Tenants Voice / Editorial Panel

This group meets on a regular basis with the Tenant Involvement Team to plan, design and contribute to the quarterly edition of the tenant newsletter 'Open House'. This group also has a direct input into the review and introduction of all Landlord Service literature and publications.

★★★ Seniors United

This is a forum for sheltered housing tenants to get together, share ideas and experiences and discuss issues relevant to their needs with the support of their Independent Living Manager and Tenant Involvement Team.

★★★ Complaints Review Panel

The Panel reviews anonymised information relating to the 'Tell Us' Policy on a quarterly basis. The Panel looks for key trends and will make recommendations for service improvements. The Panel also monitors feedback from the monthly complaint satisfaction survey.

★★★ Tenant Inspectors

Tenant inspectors are provided with the opportunity to audit the delivery of estate caretaking and communal cleaning services. Tenant inspectors monitor the quality of service delivery against defined standards and undertake on-site inspections. They are empowered to call managers to account if services do not meet required standards and their feedback forms part of overall performance monitoring. The scheme is currently being extended to include void lettable standards, customer access arrangements and estate inspections.





★★ **Anti-Social Behaviour Service Improvement Group**

This group meets quarterly. This is a forum that brings customers and staff together to oversee the delivery of service improvements, consider and discuss best practice, self assess Landlord Service ASB service for compliance against national standards and establish and monitor action plans and key performance data.

★★ **Performance Chambers**

The quarterly performance chambers are established to look at performance of core service areas with representatives from the active tenant database of involvement, independent critical friends and nominated representatives from the Council's Scrutiny Committee.

★ **Focus Groups/Surveys/Consultation**

Landlord Service has a robust programme in place to consistently compare tenant satisfaction with housing services over time. Feedback from tenants completing one of our surveys, joining in on a focus group or attending one of our organised consultation events keeps us up-to-date with tenant opinion as well as maximising our understanding of overall tenant satisfaction and expectation.

★ **Estate Inspections**

The aim of an estate inspection is to give residents, Tamworth Borough Council staff and partner agencies the chance to work together to make sure estates are better places for people to live, now and in the future. Estate inspections pick up issues such as litter, car parking problems, problems within communal areas etc.

★ **Community Events/Open Days**

Community events and open days are held to provide more information about landlord service, promote tenant involvement and the benefits to getting involved – all carried out in a fun, friendly and informal environment.



★★ **Mystery Shopping**

Tenants can carry out mystery shopping exercises from the comfort of their own home to test whether services meet necessary standards. The level and quality of service we deliver to customers is vital to ensure continued customer satisfaction.



MORE INFORMATION

If you would like more information about getting involved call us on 01827 709260 or 709374, email us at tenantparticipation@tamworth.gov.uk or return the form below. We look forward to hearing from you.



I would like more information/would like to get involved with the following tenant involvement options:-

- Tenant Consultative Group
- Tenant Involvement Group
- Tenants Voice/Editorial Panel
- Seniors United
- Complaints Review Panel
- Tenant inspectors
- ASB Service Improvement Group
- Performance chambers
- Focus groups/surveys/consultation
- Estate inspections/community events/open days
- Mystery shopping

Name _____

Address _____

Telephone number _____

Email address _____

(12/13) 1552

**Please return this form to: Tenant Regulation & Involvement,
Tamworth Borough Council, Marmion House,
Lichfield Street, Tamworth, Staffordshire B79 7BZ**