Tenant Involvement and Consultation Strategy 2013-2016

Supporting the Council’s vision of “One Tamworth, Perfectly Placed”
Our Vision for tenant involvement

To put our tenants in the driving seat
to make improvements to our
housing service, homes and communities.

We know that to do this successfully, it is vital that our tenants and leaseholders are at the heart of everything we do, the decisions that we make and the plans we put in place for improving services.

We want to work with tenants as part of our commitment to improve services and ensure that our housing estates are places where people choose to live now and in the future, as well as creating confident communities. Our aim is to do this in partnership by speaking honestly, listening to each other’s views and enabling tenants to influence decisions about their homes and the services they receive.

To achieve this vision, tenants and Tamworth Borough Council will:

- Share values
- Be honest and open
- Be welcoming and accessible to every customer
- Consult widely and listen to feedback
- Work together to deliver change and improvement
Introduction

We believe that tenant involvement should be positive and active. Consulting and involving tenants in the services we provide is at the centre of what we do. To be successful, tenant involvement relies on effective communication between tenants and Tamworth Borough Council and their involvement in the decision-making process. Tenants have played a key role in shaping and monitoring housing services for many years and we acknowledge the importance of tenant engagement and consultation to ensure continuous improvement and tenant satisfaction.

We recognise that tenants should be able to get involved at a level that suits them and in issues they are interested in. We want to offer involvement opportunities that are not only convenient to tenants but also offer a personal as well as a collective say.

The Tenant Involvement Strategy also complements Tamworth Borough Council’s strategic priorities ‘To aspire and prosper in Tamworth’ and ‘To be healthier and safer in Tamworth’. These focus on working with local people and partners to make communities safer, more confident and better places to live as well as widening housing choice, addressing housing needs and overall improving the quality of life for the people of Tamworth.

We have looked beyond government expectations to provide greater choice, more incentives, training and development opportunities and increased flexibility in our approach to involving tenants.

We have also developed this strategy by looking at best practice from other organisations and by involving our tenants in the process.

This document has been put together by the Tenant Involvement Group, Tenant Consultative Group and the Tenant Regulatory & Involvement Team. This strategy has been developed based on the responses and feedback to questionnaires, estate-based events, organised tenant involvement activities and initiatives and other forms of consultation undertaken over the last 12 months.

Aims

The aims of the Tenant Involvement Strategy are:

- To provide a wide range of involvement opportunities (both formal and informal) ensuring tenants are at the heart of everything that we do
- To encourage and expand tenant involvement across all services and ensure that tenants influence and shape the services we deliver
- To make sure all staff promote the widest possible levels of involvement and consultation
- To involve all sections of the community and develop ways to attract groups that are traditionally under-represented (such as young single people, families, disabled and customers from black and minority ethnic groups)
- To demonstrate our commitment to consultation and involvement by continuing to provide training, resources and support and seek out good housing practice
- To provide information to support, raise awareness and encourage participation and provide good quality information that enables tenants to get involved in a meaningful way
- To provide two-way feedback between tenants and Landlord Services
- To regularly monitor and review all tenant involvement activities in terms of cost, impact and effectiveness
- To involve tenants from the outset in creating and reviewing existing policies and procedures
What tenant involvement has already achieved in Tamworth?

Some of the key successes over the last 12 months include:

- Tenant Involvement in the procurement of a new repairs and maintenance contract and gas servicing contract
- Review of Landlord Services Tenancy Agreement following extensive tenant consultation
- Development of a robust Repairs Policy that sees a more targeted and simpler repairs process
- Production and launch of the Landlord Anti-Social Behaviour (ASB) Policy improving the response to tackling ASB and sustaining tenancies
- More than 100 customers took part in the first ever Landlord Service tenants conference to launch the Housing Revenue Account (HRA) Business Plan Prospectus 2012-2042
- Following a review of current tenant structures, a comprehensive co-regulatory framework was developed with tenants that sees customers involved in shaping, influencing and scrutinising services
- Developed and produced customer publications to include the Tenant Involvement Impact Assessment and Annual Report to tenants
- Tenant inspectors have been recruited and trained to audit the delivery of estate cleaning and caretaking services. The scheme is currently being extended to include void lettable standards and customer access arrangements
- As part of the tenant involvement and co-regulation framework, a Complaints Review Panel was set up to review anonymised information relating to all complaints in relation to service provided to tenants
- In partnership with the Council’s repairs and maintenance contractor, a DIY demonstration day was held to provide an opportunity for local residents to receive training on basic DIY skills
- Implemented an annual programme of estate walkabouts for residents, officers and partner agencies to address issues on local estates
- Organised annual events to include ‘Plant a pot’ and ‘Grow your own’ at both sheltered and supported housing schemes around the borough
- Resident engagement at large scale litter pick events organised as part of the national ‘BIG Tidy Up’ and ‘Love where you live’ campaigns

We are proud of our tenant involvement achievements but we are not complacent and continue to look for new ways to involve customers and to increase the number of tenants who are engaging with us.

Why do we involve tenants and what are the benefits?

Listening to our customers
Gaining views from tenants is vital for Landlord Service to obtain an understanding of customers’ needs and aspirations and to constantly enhance and improve services. We are committed to working in partnership with tenants to ensure they have the opportunity to influence decisions about the management of their homes and the area they live and ensure the services they receive achieve value for money.

By involving tenants at a level they choose, there are many benefits for both the customer and Landlord:

- To empower tenants to have a real say in their housing service and the way it is delivered
- To achieve a more responsive and improved service
- To ensure that services provided reflect tenants’ needs
- To enhance accountability by having diverse representation on different involvement groups
- To achieve continuous improvement in service delivery
- To improve the community and environment and promote sustainability
- Better communication between landlord and customer and greater awareness of each other’s perspectives and organisational and financial limitations
- Informed and knowledgeable tenants who have the skills and confidence to influence decisions
- Building mutual respect and understanding
- Increased tenant satisfaction with their home and neighbourhood

Simple changes can often make a significant difference to people’s lives. We aim to make sure that when we undertake consultation with tenants about a particular topic or service, we listen to the information you tell us and do something about it. Where this might not be possible, for example, due to lack of funding, we will endeavour to work with ‘you’ the tenants to look at other alternatives.

Transparent services
We want to ensure our services are transparent and that Landlord Service promotes accountability to tenants. We therefore welcome feedback and involvement from all tenants in all aspects of our services, whether this is through formal or informal involvement. Tenant contributions help us to improve our services to ensure we are an effective and efficient landlord.
Value for Money
We will carry out impact assessments on all consultation and tenant involvement activities. This will enable us to regularly monitor and review all tenant involvement activities and engagement in terms of their costs, impact and effectiveness. This will inform our tenants of the amount of money spent on each involvement or consultation activity and the outcome achieved. This will also show tenants that their views are heard and acted upon. An impact assessment is produced annually, giving details of the outcomes of tenant involvement for the previous 12 months.

The Tenant Involvement and Regulatory Team will always maximise resources for tenant involvement and the Tenant Consultative Group will monitor the tenant involvement budget with staff.

We will involve tenants in procuring new contracts to ensure value for money is achieved. Contracts which have had direct tenant involvement to date include the new repairs and improvement contract and gas servicing contract. Consultation for any new service will be undertaken beforehand to ensure all services reflect tenants’ needs and aspirations which in turn will increase tenant satisfaction and provide value for money.

Structure for tenant involvement

**Formal Involvement**

- **Tenant Consultative Group**
  - Meets monthly – 2 hours time commitment

- **Tenant Involvement Group**
  - Meets bi-monthly – 2.5 hours time commitment

**Informal Involvement**

- **Tenant Inspectors**
  - Meets bi-monthly
  - 3 hours time commitment

- **Tenants Voice Editorial Panel**
  - Meets quarterly
  - 2.5 hours time commitment

- **ASB Service Improvement Group**
  - Meets quarterly
  - 2 hours time commitment

- **Estate walkabouts**
  - Annual programme of 4 walkabouts
  - 3 hours time commitment

- **Surveys/Focus groups**
  - As and when required
  - Time commitment can be as little as 5 minutes

- **Complaints Review Panel**
  - Meets quarterly
  - 2.5 hours time commitment

- **Seniors United**
  - Meets bi-monthly
  - 3 hours time commitment

- **Performance Chambers**
  - Meets quarterly
  - 3 hours time commitment

- **Consultation**
  - As and when required
  - Time commitment can be as little as 5 minutes

- **Training/development opportunities**
  - Offered throughout the year

- **Informal Involvement**
  - Tenant Consultative Group
    - Meets monthly – 2 hours time commitment
  - Tenant Involvement Group
    - Meets bi-monthly – 2.5 hours time commitment
  - Tenant Inspectors
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    - As and when required
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  - Training/development opportunities
    - Offered throughout the year
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 Strategy and Action Plan. 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 emerging common themes 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 and customer access arrangements.

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

- **‘Tell Us’ form**
  Make a complaint, compliment or comment about a service Tamworth Borough Council has provided to you. We listen and learn from all comments. What you tell us can really make a difference to both service delivery and improvement and while we can’t change everything, we will.

- **Community Events/Open Days**
  Community events and open days are held to provide more information about the housing service, promote tenant involvement and the benefits to getting involved all carried out in a fun, friendly and informal environment.

- **Training and development opportunities**
  A wide range of training sessions are offered to tenants to enable them to increase their skills, knowledge and understanding in their involvement of housing-related issues. By offering a combination of both external and internal training, this ensures that our tenant involvement groups are equipped with the skills and knowledge to effectively scrutinise and inform policy making as well as agreeing performance management arrangements.
How we will plan tenant involvement activities

- **Database of tenant involvement**
  The tenant involvement database is a list of tenants and leaseholders who have specified what they would like to get involved in and how. By registering on our Housing Sounding Board you can get involved in a way that suits your lifestyle and in issues that you are directly interested in. As little as five minutes of your time can give you the opportunity to have a personal as well as a collective say.

- **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.

### Our ten pledges when consulting with you

Landlord Service has made the following pledges when consulting with tenants and other stakeholders. We will always:

1. Be clear about our objectives for the consultation, telling people at the outset who will be making the final decision and when they can expect this decision to be made.
2. Provide information in plain language and, where appropriate, community languages.
3. Provide a name and contact details in case of a query.
4. Explain all the options available and outline both the positive and negative consequences of choosing any one of these options.
5. Encourage people to put their own ideas forward.
6. Allow people reasonable time to consider their response.
7. Listen carefully to what people have to say and keep a record of their responses.
8. Report on the responses received to the Council, Tenant Consultative Group or whoever is responsible for making the final decision.
9. Give feedback on the final outcome within six weeks of the decision being made to all those involved in the consultation process.
10. Tell people when they can expect changes to be implemented.
Equality and Diversity

Tamworth is made up of diverse groups and individuals of different backgrounds, abilities and interests. Recognising diversity is the first step in delivering services that are accessible and appropriate for all.

It is important for Tamworth Borough Council to address equalities and diversity issues and to comply with current legislation and good practice. We recognise the need to build good links with communities in the local area and to respond in a flexible and sensitive way to local needs and issues.

Our Single Equality Scheme outlines how we will promote diversity and equality in the delivery of our services provided directly by ourselves and in conjunction with our partners.

The Single Equality Scheme outlines Tamworth Borough Council’s commitment to promote equality and remove unlawful discrimination in relation to the nine ‘Protected Characteristics’ as stated in the Equality Act 2010:

- People of all ages
- Disability
- Sex
- Gender reassignment
- Marriage and civil partnerships
- Pregnancy and maternity
- Race – this includes ethnic or national origins, colour and nationality
- Religion or belief
- Sexual orientation

We will ensure that information is available in a variety of formats including different languages, large print, newsletters, leaflets and on the web. This will help all tenants to have access to up-to-date information.

During all stages of the development, delivery and review of the Tenant Involvement Strategy, equality and diversity will be at the forefront to ensure that all tenants have an equal opportunity to participate and have a say about the management of their homes and environment.

Resources for tenant involvement

Tamworth Borough Council is committed to providing the resources needed to support the Tenant Involvement Strategy and the involvement activities it describes.

- Specific budget and staff to lead on tenant involvement
- Invitations, posters, flyers for meetings and events
- Payment for room hire if necessary
- Financial support for initiatives and consultation material
- Training for active tenants and those wishing to become more involved
- Advice and support
- Communication material
- Reimbursement of ‘out of pocket’ expenses (e.g. transport, childcare and carer’s costs)
- Payment for specialist services (e.g. signers for British Sign Language)
- Meetings arranged at times and at venues to suit you

Staff support will be provided by attending meetings, providing up-to-date information, guidance, advice and sharing good practice with tenants. We have a Tenant Regulatory & Involvement Team who will continue to put forward the views of tenants, co-ordinate the strategy, promote tenant involvement, develop new initiatives to involve tenants and provide ongoing support. Tailored training will also be developed to meet the needs of tenant representatives and groups to ensure they have the necessary skills and knowledge to effectively scrutinise services.
Our structure for tenant involvement seeks to ensure that our tenants are involved at all levels of the Council and can give their feedback and views in a variety of ways.

Following a review of tenant involvement structures in 2011, a comprehensive co-regulatory framework was developed with tenants that clearly illustrates customer involvement in shaping, influencing and scrutinising services.

The Tenant Consultative Group (TCG) have amended their constitution to reflect that they will be consulted on any policy change prior to a decision being made by Cabinet.

Part of the co-regulatory requirement is for housing providers to involve their customers in scrutinising services and undertaking service reviews as part of service improvement groups. Therefore to play their part effectively, it is vital that customers are confident and equipped with the skills and knowledge required to undertake their role.

The Tenant Involvement Group consists of tenant representatives and the Tenant Regulatory and Involvement Team. This group has contributed to the development of the Tenant Involvement Strategy and will be responsible for making sure the action plan is delivered. The group will meet on a regular basis to review progress and develop the action plan further so that the Strategy continues to reflect up-to-date customer expectation. The action plan will continue to encourage the creation of opportunities for greater tenant involvement.

To ensure that the actions within the Action Plan are delivered a structured and comprehensive monitoring and review process has been put in place.

The strategy will be monitored by:

- Review on a quarterly basis by the Tenant Involvement Group, which includes tenant representatives and officers.
- Regular updates by the Tenant Involvement Group about the progress of the strategy will be given to the Tenant Consultative Group and at senior management meetings.
- Community events/consultation will be held to assess tenant opinion/feedback about the strategy and progress made.
- Completing an annual impact assessment.
- Seeking independent advice and review from the Tenant Participation Advisory Service (TPAS) and Tenant and Residents Organisations of England (TAROE).
- Key local performance indicators, otherwise known as ‘the things that will be monitored’ will be reported and updated regularly on the customer dashboard on the Council’s website.

Existing feedback and communication methods that we use to monitor and measure performance:

- Open House quarterly newsletter
- Tenant Involvement website
- Email
- Estate walkabouts/estate based events/consultation
- Social networking
- Text
- ‘You Said We Did’
- Door-to-door
Complaints

If you are not happy with the contents of this Strategy or if you believe Tamworth Borough Council has failed to address a significant part of tenant involvement, please contact the Tenant Regulatory & Involvement Team on free phone 0800 183 0454, write to the Tenant Involvement Team, Tamworth Borough Council, Marmion House, Lichfield Street, Tamworth, Staffordshire, B79 7BZ or email us at tenantparticipation@tamworth.gov.uk

This strategy will continually be reviewed in line with best practice and legislation and the action plan will be reviewed annually. All comments regarding this strategy will be taken into account during this process.

The future

Predicting the future can be challenging, however we are committed to continually seeking out good housing practice and applying it to Tamworth Borough Council where possible.

We want to ensure that we consult our tenants and empower them in order that they are able to influence decisions. We want to ensure that we involve all sections of the community and if something is missing from our tenant involvement structure, we want our tenants to help us develop a way to put this right.

What’s next?
- Strengthen the ways tenants influence, shape and scrutinise Landlord Services
- Increase the number of people upon whom we hold equalities information
- Develop the tenant inspectors to audit void lettable standards, customer access arrangements and anti-social behaviour
- Work to increase the overall level of engagement across all methods set out in the menu of involvement options
- Continue to raise awareness and promote the benefits of tenant involvement through a number of different ways and as widely as possible
- Extend methods of obtaining customer feedback and satisfaction to include telephone surveys, focus groups, social networking sites, consultation on-line etc

Getting in touch

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

Email: tenantparticipation@tamworth.gov.uk
### Action plan 2013 – 2016

<table>
<thead>
<tr>
<th>Objective</th>
<th>Action</th>
<th>Target date</th>
<th>Responsibility</th>
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<tbody>
<tr>
<td>Produce ‘Open House’, tenants newsletter on a quarterly basis</td>
<td>Publish four editions of ‘Open House’ a year containing reports and information with Landlord Services, news, updates and future plans.</td>
<td>March, June, September and December each year</td>
<td>Tenant Involvement Team</td>
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<td>Mini performance supplement to be included in the June edition of ‘Open House’.</td>
<td>June annually</td>
<td>Tenants Voice</td>
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<td>Tenants to have increased editorial control to ensure a customer focused newsletter</td>
<td>Annually</td>
<td>Tenant Involvement Team</td>
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<td></td>
<td>Carry out a bi-annual survey to determine tenant satisfaction with the content, frequency and format of ‘Open House’.</td>
<td>October annually</td>
<td>Tenant Involvement Team</td>
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<td></td>
<td>Produce a comprehensive report on Landlord Service performance and information on how we are meet standards set out in the Regulatory Framework for social housing in England</td>
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<td>Tenant Consultative Group</td>
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<td>Promote tenant involvement across landlord services and the benefits of tenant engagement in shaping and influencing housing services</td>
<td>Ongoing</td>
<td>Tenant Involvement Team</td>
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<td>Promote opportunities for involvement across all landlord service consultation and community based events/initiatives</td>
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<td>Tenant Involvement Groups</td>
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<td>Develop positive action measures to engage and consult with those tenants who we recognise as traditionally ‘hard to reach’</td>
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<td>Caretaking Team</td>
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<td></td>
<td>Promote menu of involvement options both formal and informal</td>
<td>April annually</td>
<td>Estate Management Team</td>
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<td>Produce an annual report on the database of tenant involvement</td>
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<td>Others as appropriate</td>
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<td>Increase communication and awareness about opportunities to get involved</td>
<td>Ongoing</td>
<td>Tenant Involvement Team</td>
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<td>Promote new initiatives and activities as widely as possible</td>
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<td>Tenant Involvement Groups</td>
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<td></td>
<td>Review website and involvement literature</td>
<td>July 2013</td>
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<td>Undertake online consultation where appropriate</td>
<td>Annually</td>
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<td>Tenant Involvement Group to review content and accessibility to information and services</td>
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<td>Hold a bi-annual Tenants Conference and interim interactive event as requested by tenants</td>
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<td>Conference in the June edition of ‘Open House’</td>
<td>Annually</td>
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<td>Produce Action Plan in partnership with the Tenant Consultative Group &amp; Tenant Involvement Group</td>
<td>Sept/Oct</td>
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<td>Advertise Tenants Conference/event</td>
<td>January annually</td>
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<td>Promote ideas for the tenants conference in the June edition of ‘Open House’</td>
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<td>Carry out an annual Tenant Involvement Impact Assessment</td>
<td>Carry out an annual Impact Assessment of all tenant involvement activities/initiatives</td>
<td>April annually</td>
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<td>Review effectiveness and outcomes across landlord services</td>
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<td>Outcomes from the Impact Assessment to feed into the annual review of the Tenant Involvement Strategy Action Plan 2013-2016</td>
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<td>Continue to support and develop current tenant working issue based groups</td>
<td>Work with groups to establish what support they require and what they would like to achieve</td>
<td>Ongoing</td>
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<td>Ensure tenants are involved in all service and policy reviews at an early stage</td>
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<td>Tenant Involvement Groups</td>
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<td>Increase number and representation of existing groups</td>
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<td>Produce an annual customer intelligence report on complaints, compliments, customer feedback, learning and outcomes</td>
<td>Complaints Review Panel</td>
<td>Quarterly</td>
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<td>Complaints Review Panel</td>
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<td>Review and produce a three year Tenant Involvement &amp; Consultation Strategy following TPAS Health Check</td>
<td>March 2013</td>
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<td>Monitor and evaluate progress against the Strategy action Plan</td>
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<td>Undertake a biennial tenant satisfaction survey and other targeted methods of establishing up to date tenant satisfaction and expectation</td>
<td>Tenant Involvement Team</td>
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<td>Develop landlord services annual satisfaction calendar to undertake more regular/consistent satisfaction monitoring to determine satisfaction levels and improve services accordingly</td>
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<td>Tenant Involvement Group</td>
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<td>Carry out STAR survey</td>
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<td>Develop an annual programme of cleaning auditors with the tenant inspectors/tenant inspector coordinator</td>
<td>April 2012 and annually thereafter</td>
<td>Tenant Involvement Team</td>
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<td>Tenant Inspectors to audit the delivery of estate caretaking and cleaning services, void lettable standard and customer access arrangements</td>
<td>Service Managers/Teams</td>
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<td>Develop an annual programme of cleaning auditors with the tenant inspectors/tenant inspector coordinator</td>
<td>April annually</td>
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<td>Expand tenant inspector audits to include void lettable standards and customer access arrangements</td>
<td>Estates Manager</td>
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<td>Develop with tenants a programme of four estate walkabouts</td>
<td>Request ideas for the estate walkabouts in the Easter edition of ‘Open House’</td>
<td>Walkabouts to take place between June – October annually</td>
<td>Tenant Involvement Team Caretaking Team Estate Management Team Other organisations as appropriate</td>
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<td>Advertise walkabouts locally, within communal areas</td>
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<td>Tenant Involvement Team</td>
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<td>Send out pre-estate surveys for those unable to attend on the day</td>
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<td>Estate Management Team</td>
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<td>Develop an action plan from all walkabouts and feed back as part of the ‘you said, we did’ campaign</td>
<td></td>
<td>Other organisations as appropriate</td>
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<td></td>
<td>Bi-monthly meetings to enable Seniors United across the borough</td>
<td>Bi-monthly</td>
<td>Tenant Involvement Team</td>
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<td></td>
<td>Organise ‘Plant a Pot’ events on a rolling programme and other similar events to increase mobility and tackle issues of isolation</td>
<td>March – Sept annually</td>
<td>Independent Living Managers</td>
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<td></td>
<td>Establish new ways of involving tenants</td>
<td>Ongoing</td>
<td>Estate Caretaking Team</td>
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<td></td>
<td>Consider text, social networking, explore ‘tubs and grumbles’ line and further interactive use of the website</td>
<td></td>
<td>Tenant Involvement Team</td>
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<td>Make greater use of the locality hubs in an attempt to target ‘hard to reach’ customers</td>
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<td></td>
<td>The TCG will: be fully involved and consulted in service and policy reviews and all major work plans</td>
<td>Monthly</td>
<td>Tenant Involvement Team</td>
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<td></td>
<td>Receive performance information across landlord services</td>
<td></td>
<td>Landlord service areas as appropriate</td>
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<td></td>
<td>Be responsible for the effective delivery of tenant involvement and consultation activities to ensure the views of the wider tenant population are represented</td>
<td></td>
<td>Head of Landlord Services</td>
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<td></td>
<td>Review skills and knowledge matrix</td>
<td>August 2013</td>
<td>Others as appropriate</td>
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<tr>
<td></td>
<td>Publicise and review training opportunities for both current and newly engaged customers to ensure they have the knowledge, skills and confidence to take part in service reviews and reality checking activities as appropriate</td>
<td>Annualy</td>
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<td></td>
<td>Publish the outcomes of consultation/participation on decisions made about housing services in tenants’ newsletter, on the web, in Marmion House reception</td>
<td>Ongoing</td>
<td>Tenant Involvement Team</td>
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<tr>
<td></td>
<td>Publish results of consultation/participation and how it has been used in service delivery</td>
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<tr>
<td></td>
<td>Send out a tenant involvement introductory letter and Housing Sounding Board application to all new tenants following three months from the start of tenancy</td>
<td>Monthly</td>
<td>Tenant Involvement Team</td>
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<td>Record any new membership and communication as a result of the introductory letter</td>
<td>Monthly</td>
<td>Tenant Involvement Team</td>
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</tbody>
</table>

**Glossary**

**Action Plan**
Summary of action to be taken – should be SMART – specific, measurable, action-oriented, realistic and time-bound

**Annual Report**
The Annual Report to tenants sets out how we have performed throughout the year against national standards and the commitment we propose to make to tenants in the coming year

**Best Practice**
Looks for examples of positive practice and innovation, creative ways of overcoming barriers and resistance to change, and ways of making better use of resources

**Co-regulation**
A joint approach to managing the delivery of services which puts residents in the driving seat

**Housing Revenue Account (HRA) Business Plan**
The Business Plan sets out the Council’s plans and ambitions in its role as a landlord over the next thirty years. These plans have been developed in consultation with tenants and at the heart are the overall strategic priorities

**Impact Assessment**
An Impact Assessment will measure and evaluate the effect tenant involvement has had and the difference it has made to services provided by the Council. The report will identify what has changed as a result of customers getting involved

**Leaseholder**
An individual(s) who has purchased the lease of a former council dwelling (usually a flat)

**Mystery shopping**
A method of testing the quality of services whereby an individual (for example, an existing customer, or an independent person) will ask for information, or test out the process of reporting a repair or visit estates to examine caretaking standards – to see how well services are being delivered

‘Open House’
Newsletter published by Landlord Services together with an Editorial Panel of tenants - distributed to all tenants

**Performance Dashboard**
The Customer performance dashboard is where tenants can view housing service performance on Repairs, Rents, Housing Advice, Supported Housing, Tenant Involvement and Empty Property Management. The dashboard can be monitored on-line on Tamworth Borough Council’s website

**Sheltered Housing**
Housing provided specifically for those with special needs because of age or disability

**Sustaining tenancies**
Preventing a tenancy from coming to a premature end by providing the necessary information, advice, and support for tenants to be able to maintain their tenancies.

**TAROE**
TAROE (Tenants’ and Residents’ organisations of England) is a membership organisation representing the interests of over 4 million tenants, strengthening the collective voice of tenants across England

‘Tell Us’
If you would like to give the Council feedback or make a comment or complaint about Council services then you can complete a ‘Tell us’ form. This can be completed either on-line or by requesting a form from Marmion House reception

**Tenant Involvement Strategy**
Agreement between the Council and its tenants describing how tenants will be involved in the decision-making processes affecting the delivery of the housing service

**TPAS**
TPAS (Tenant Participatory Advisory Service) is the leading national tenant participation organisation working to promote tenant empowerment.
Thank you
Thank you to the Tenant Involvement Working Group and all the tenant and leaseholder volunteers who have given us their views about getting involved in tenant involvement at Tamworth Borough Council. Without your help this document would not have been produced.

If you would like this document in a different language or format, for example audio cassette, large print or Braille, please contact the Tenant Involvement team.

Cantonese
如果您觉得用粤语表达和理解比较容易，请找一位会说粤语的朋友或能说您的语言者，电话是：0800 183 0454。我们也可安排翻译员与您沟通，讨论您需要的服务。

Greek
Αν προτιμάτε να μιλήστε στα γλώσσα σας ζητήστε από έναν φίλο ή συγγενή σας να επικοινωνήσει στο 0800 183 0454. Μπορούμε να σας κανονίσουμε έναν διεκριμένο.

Gujarati
તમ એક અમદાવ માટે તમી ભારતીય પાસથી પાસ મળવી પાછળ કરી રહ્યું હતું કે ક્યારે ક્યારે ક્યારે રહીને, આ વિદ્યાર્થીઓની કસરતી દ્વારા કેટલી કસરતી અમદાવની વિવિધ સ્તરોની સહાયી ઠિક કરી શકીશે.

Mandarin
如果您认为以自己的母语与我们交谈更容易的话，请让一位说英语的朋友或能说与 0800 183 0454 联系，我们可以安排一个翻译人员与您联系，讨论所需的服务事宜。

Polish
Jeśli chodzi o to językiem, który komunikowania z nami pod numerem 0800 183 0454. Możemy skierować do Ciebie tłumacza, który ombrowi z Tobą, jakiego rodzaju tłumaczenia będą potrzebne.

Punjabi
ਪੰਜਾਬੀ ਸੰਨਾਂ ਦੇ ਲਾਗੇ ਕੰਗਿਵ ਲਾਗ ਕੋਂ ਕੰਗਿ ਗੋ ਕੀ ਕੀ ਵਾਦਿਕ ਨੇ ਵਾਦਿਕ ਕੀ ਜਿਹਾ ਵਾਦ਼ੀ 0800 183 0454 - ਇਹ ਤੁਸੀ ਕੋਹ ਹੋਰ ਅਕਾਸ਼।

Urdu
如果您觉得用乌尔都语表达和理解比较容易，请找一位会说乌尔都语的朋友或能说您的语言者，电话是：0800 183 0454。我们也可安排翻译员与您沟通，讨论您需要的服务。

Tenant Involvement Contact Details
Telephone: 01827 709448
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Tamworth Borough Council, Marmion House, Lichfield Street, Tamworth, Staffordshire, B79 7BZ
Email: tenantparticipation@tamworth.gov.u