

## **Update on the Tenant Involvement & Empowerment Strategy Action Plan**

Following the paper to Housing Committee in December 2018, the following actions have been undertaken in line with the Tenant Involvement & Empowerment Strategy:

### Tenant Voids Inspectors

We currently have 4 tenant void Inspectors and they have received training on and been involved in updating the new *Empty Homes Standard*, changes were added to the standard as a result of their input.

They have also attended the Service 2020 workshop, shared their views on the branding suggestions and are very keen to be involved with the project as they believe this will see a real improvement to customer service.

Recently the team have started to attend weekly voids meetings to increase their knowledge and understanding of how the voids process works. As a result of these meetings they are also able to choose which void properties to visit and evaluate.

### Neighbourhood Ambassadors

We currently have 10 neighbourhood ambassadors who have been involved in a variety of activities.

They formed part of the original task and finish groups which looked at tenant involvement and grant funding and have since taken part in the procurement and recruitment of the independent tenant advisor which eventually led to the recruitment of the tenants voice representatives.

The team have attended the regeneration events at both Paganhill and the Park Estate, where they have interacted with other tenants, encouraged them to give their views and opinions and fed this information back. They have also encouraged tenants to complete the STAR survey and widely promoted the survey link to those that had not received a paper survey. They also attended the 'live younger for longer' event and used this as an opportunity to talk to other tenants about what being an involved tenant means.

The team have reviewed the service standards and found being involved in this exercise very rewarding. They have carried out independent research and shared this with the group, which will result in a set of standards that reflect our service delivery and are tenant led.

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The neighbourhood ambassadors expressed interest in various training elements to ensure that they could increase their understanding and share information with other tenants and to date they have attended the following training sessions:

- Crystal home insurance
- Terms & Conditions of the tenancy agreement
- Effective tenant engagement
- Digital engagement
- Update on Sheltered Housing
- Fraud awareness training

They have enjoyed the training sessions and have requested further sessions in the coming months and are currently considering areas of training which would be most beneficial to them.

At our next meeting we will be revisiting the Tenant Involvement and Empowerment Strategy to look at focus and scrutiny groups, revisit local offers in our communities and to further discuss increased digital involvement... The team have also expressed a wish to consider key performance indicators for tenant involvement.

In order to continue raising awareness of tenant involvement the group have booked a space for a christmas tree at the Community Christmas Festival which takes place at St Lawrence's church between 1 and 8 December which will be promoting the role of the neighbourhood ambassadors.

### Community Groups

We have 6 community groups operating throughout the district and they come together with our neighbourhood ambassadors and tenant void Inspectors to review the Housing Committee papers and put forward questions. They also feedback on ideas and concerns for their communities.

### Tenants Voice Representatives

The tenants voice representatives received an induction from SDC officers and take forward questions from our involved tenants to Housing Committee. Unfortunately, due to personal reasons we have received a resignation and .and we are therefore in the process of recruiting another representative. Mentoring through TPAS has been arranged for our tenants voice representatives and they have found this valuable.