

Tenant Involvement Action Plan

<u>When</u>	<u>What</u>	<u>Who</u>	<u>How</u>	<u>Outcomes</u>
April -Oct 2018	task and Finish group - grant funding	Colin Fryer (lead) Michelle Elliott	Form the T&F group, establish TOR's, Set meeting dates and venues, consider current funding, fit for purpose, what needs changing, updating revising	Establish that grants are transparent, proportionate and relevant and are publicly recorded. Create and agree the funding criteria
April - Sept 2018	Tenant empowerment strategy	Michelle Elliott	Draft strategy and link to other actions within this plan - present to December's HC	Set the scene and the relationship arrangements for tenant empowerment for the next 5 years
July-December 2018	Review service standards	Pat Andrade/Michelle Elliott	Research best practice and consult with a selection of staff and tenant members	a suite of service standards which best reflect Tenant Services current service delivery
March 2019	Satisfaction survey	Pat Andrade/Michelle Elliott	Identify common areas of service failure , procure and sample survey a cross section of tenants using a range of communication channels for engagement	Endorsement of current practices or a positive change to policies or procedures. Gaining more internal intelligence on tenants' choices
August - September 2018	IdentifyTenant Inspector training (scrutiny)	Pat Andrade/Michelle Elliott / Colin Scott	Carry out a knowledge audit to identify the skill gaps. initially meeting in June to discuss the rudiments of this process; September's meeting to solidify the process and relationships	Quality knowledge given to be able to scrutinise properties for the benefit of Tenant Services and future tenants
April 2018 - March 2019	Tenant training (other)	Michelle Elliott /NMO's/ Sara Weaver IMO / Lynne Mansell Sheltered	identify the changing demands placed up on the service and identifying the technical skills required from the officers on these issues	More rounded officers being solution focused, giving a high level of information in support of the tenants thus increasing tenants satisfaction
Sept 18 to March 2019	Estate walkabouts including tenants/cllrs & publicise	Pat Andrade /Michelle Elliott /Mike Towson/Rachael Lythgoe	Re-establish the walkabout using the internal social indicators	Estates to look and feel cared for, with the addition of tenant services estates being valued by its communities
Apr-19	Tenant rep ID badges (with name change - Neighbourhood Ambassadors)	Michelle Elliott	Distribution of the ID Badges to the successful Neighbourhood Ambassadors following the recruitment and training programme	Formalises the working relationship and giving visability and importance to the Neighbourhood Ambassadors
Oct 2018 to Jan 2019	Rebrand tenant reps to Neighbourhood Ambassadors and publicise	Pat Andrade /Michelle Elliott /Rachael Lythgoe	Use of existing channels of communication to promote and publicise Neighbourhood Ambassadors	Wider visibility allowing more tenants to become engaged with this process
Oct - Dec 2018	Existing tenant and resident forum to rebrand to Stroud Community groups	Michelle Elliott/Rachael Lythgoe	Identify former members of the resident forum and set the scence for changes into community group status and the engagement criteria	Community Groups will have a more robust focus in meeting the current challenges faced by the service who are actively engaged in being involved in Tenant Services functions and service delivery
Oct 18 to March 2019	increase involvement through digital approach including facebook and twitter	Michelle Elliott/Rachael Lythgoe	Audit the ways digital activities can have a positive impact on involvement; select the most appropriate form to pilot and test the success	Utilising more efficient ways of having a positive involvement with the tenants, to establish a more responsive and efficient way of engaging in a wider audience
Sept 2018 - Jan 2019	Formal recruitment of two tenant representatives to sit on Housing Committee	Michelle Elliott / Pat Andrade /Christine Welsh	Report to Housing Committee for permission to recruit; Procurement of recruiters, establish a criteria, induction programme and specification, advertise roles to all tenants, establish interview panel and recruit the new tenant representatives, with final decision being made by Housing Committee.	A transparent and open method of recruitment; selecting the most appropriate tenants to undertake these challenging roles
Overall Risks	<ul style="list-style-type: none"> • By having a programme of activities throughout 2018 / 19, will evidence the commitment and support of Tenant Services to involve its tenants in improving and creating new service delivery. • The Regulator for Social Housing, has made its position clear on the role tenants should play with their social landlord, having this action plan will work towards this requirement. • Financially, Tenant Services should benefit from engaging with its tenants by redirecting monies in services most appropriate to the tenants needs, therefore, reducing wasteful spend. • Improved relationships with a wider audience, which will result in trust and openness by demonstrating how services have been altered and the benefits to these. • Having trained staff will allow for more positive dialogue to take place with the advantage of capturing information which organically evolves 			