

# Tenant Involvement



**Asim Munir**

# Tenant Involvement Review

- Review of tenant involvement
- Identified areas for improvement
- Developed Tenant Involvement Service Improvement Plan
- Consultation with Rother Fed, Quality Standards Challenge Group and Area Housing Panel Chairs

# Development of Tenant Involvement Strategy

- We held a Tenant Involvement Strategy workshop in June 2015 to consult with tenants.
- Tenant Involvement Strategy Working Group.
- The Strategy includes:
  - Vision
  - Ways to get involved
  - Menu of Involvement
  - Training Offer
  - Equality
  - Monitoring and Reviewing this Strategy



# Priorities

**Below are the key priorities that we have agreed as part of the Strategy. These seek to improve Tenant Involvement further over the next three years.**

1. Listen to more 'disadvantaged' and 'under-represented' individuals and groups, and act upon their advice/ opinions/views
2. Improve the range of ways to be involved
3. Communication
4. Improve the promotion of how to be involved and the benefits it will bring to tenants

Tenant Involvement Strategy

[www.rotherham.gov.uk/tenantinvolvement](http://www.rotherham.gov.uk/tenantinvolvement)



# Achievements

- Launch of Tenant Involvement Strategy at Rother Fed Delegates Meeting on 20<sup>th</sup> October 2015
- Website and Twitter account live
- Home Matters (Tenants Newsletter)!
- TPAS (Tenants Participation & Advisory Service) Membership & Accreditation process started



# Achievements

- STAR Survey- 29% response rate!
- Recruiting and identifying new tenants to get involved has started!
- Good partnership working with Rother Fed!





# Next Steps

- Deliver the Tenant Involvement Strategy
- Make Tenant Involvement central to the way that the Council's housing service works through culture shift!
- Continue to improve the ways we involve tenants!
- Understand who our tenants are?
- Engage with under represented groups
- Explore online options
- Reviewing QSCG Terms of Reference.
- New Housing Advisory Panel!
- Capture impact, VFM and good news stories working with Rother Fed, Willmott Dixon and Mears
- Tenants Conference-5<sup>th</sup> July 2016



Tenant involvement and engagement is not an “added value” activity. It’s not just a “nice-to-have”. If done right, and shaped around your organisation and your customers; effective involvement and engagement genuinely adds value. It not only can help drive down costs and improve services and satisfaction in your organisation; it can add value to tenants too. Value for Money is about your organisation but it’s about your customers too. Having data and insight and an understanding of your current and future customers and using this to shape what you do makes for much stronger and robust decision making.

**Lisa Pickard**

Chief Executive at Leeds & Yorkshire Housing Association & TPAS  
Board Member



# THANK YOU

Pleased to take any questions?