

RMBC Housing & Neighbourhood Services Engagement with Rother Fed's Young Tenants Scrutiny Review Action Plan

RAG rating: Each action should be given a RAG (Red, Amber, Green) rating according to the following definitions.

Progress/indicator RAG status	
	Work is significantly behind schedule and no progress has been made, and/or Progress has been made but the timescale has not been achieved
	Progress is being made, progress is good and the action is likely to be achieved within timescale. Or the action has been completed but evidence is required to demonstrate achievement
	The action has been completed and there is a record of evidence to support its completion.

Priority ranking	Recommendation (in priority order)	Lead Officers	Update	Target Date	RAG status	Outcomes
A	Provide support to Rother Fed in the development of a forum for younger tenants.	Steve Ruffle (Rother Fed)/Asim Munir	Working with Rother Fed and Target Housing to develop the Forum	March 2018		Younger Tenants Forum developed.
B	Provide suitable training for all council staff coming into contact with younger tenants, particularly in the need to show mutual respect and empathy.	Sandra Tolley/Lindsey Castle/Claire Tester	<ul style="list-style-type: none"> Materials being developed with input from young tenants Complete a pilot training session with Housing & Neighbourhood Services frontline staff before rolling out corporately which will be done in-house 	March 2018		Customer Care Training package developed and rolled out across Housing & Neighbourhoods Staff and corporately.
C	Develop a menu of involvement opportunities for younger tenants and share this with both council staff and tenants.	Asim Munir	To liaise with communications and marketing team to develop a menu of involvement opportunities for tenants which is also suitable for young tenants	March 2018		Menu of involvement opportunities for younger tenants developed and shared with both council staff and tenants.
D	Review all council documents, in particular those produced by housing services, to make them easier to understand for younger tenants. These should be tested out by	ALL	Documents will be quality assured at the Young People's Forum and Housing Involvement Panel to ensure they are reader friendly for younger and generic tenants.	Ongoing		Documents reviewed by young tenants and this is monitored and evaluated.

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	young volunteers.					
E	Evaluate the new tenant workshops being introduced in April 2017 with younger tenants and make improvements as necessary to the format and content.	Sandra Tolley/Paul Elliott	The Pre-tenancy support team commenced operation w/c 24th July 2017. Ongoing review and evaluation of working practices and interface with Housing Options is ongoing and will lead to changes to how the process is operated. An independent member of the management team is reviewing the process and a series of workshops will be held with Housing Options and Pre-tenancy support team in November 2017 to finalise the new business processes.	March 2018		Tenant Workshops developed with input from young tenants to meet their needs.
F	Ensure that the tenancy support team approach is working well and increase awareness of this service by making it clear what the benefits of the service are to younger/new tenants.	Paul Elliott/ Alison Butters	Communications plan has still to be developed, the team is still in forming stage, with two posts still to be recruited in November 2017. Once recruitment is finalised we will commence developing the communications plan with the communications team.	March 2018		Raising awareness of services and more existing and new tenants are accessing the service.
G	Make sure that all younger tenants know who their housing officer is and how to contact them, by: Including points of contact for relevant teams in the new tenant packs and explaining the services they provide. Introducing a system of notifying tenants of any changes to their neighbourhood housing officer, ideally through the newsletter or mail system.	Paul Walsh	<ul style="list-style-type: none"> • Prior to signing up for a property, every new tenant has an 'It's Your Move' discussion with the Area Housing Officer, who introduces themselves to the prospective tenant. • Every new tenant also receives a 'Welcome Visit' from the Area Housing Officer in the first weeks of their tenancy. • The established communication line for tenants to access service by telephone is via the Housing Golden Number - 01709 336009. Any issues that can be resolved at first point of contact by Corporate Customer Contact will be, but issues which cannot be resolved 	Ongoing		Improved access to Area Housing Team.

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			<p>will be channelled to other Housing staff as appropriate, including Area Housing Officers.</p> <ul style="list-style-type: none"> The Area Housing Officer role is not a generic housing management role and the Housing Service is not structured in this way. The service has never issued Area Housing Officers mobile phone numbers to tenants. Have had previous discussions at Housing Involvement Panel Meeting and Quality Standards Challenge Group about the rationale for not doing so and this has been accepted 			
H	Consider the use of training sessions in schools to raise awareness of the implications of renting your own home, including responsibilities and financial awareness.	Alison Butters	The team is still in forming stage; the post to lead on this activity has still not been recruited too. It is the intention to re-advertise in November 2017. Once recruitment is complete work will commence to consider appropriateness of out-reach work with schools.	March 2018		Number of training sessions taking place in schools. This will be monitored and evaluated.
I	Develop the Home Matters newsletter to make it more 'young person' friendly by incorporating a young tenants section or similar.	Asim Munir/Alka Walton	Spring Edition of Home Matters promoted how young tenants can get involved and featured a young tenant promoting direct debit rent payments. Work is ongoing to ensure future editions are young people friendly.	March 2018		The winter edition 2017 and following editions will have a regular page developed by young tenants themselves.
J	Improve the Council website by making: the website more accessible and attractive to younger people	Lindsey Castle/Asim Munir	<p>Review of the website taking place.</p> <p>Exploring good practice through conferences and good practice visits.</p>	March 2018		New housing app or new web page developed for Housing & Neighbourhood Services to ensure more self-service and interactions.
K	The Home Matters magazine is available on the website	Lindsey Castle/Asim Munir	Now available on the website.	Completed.		Home Matters available on the website.

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L	Review the social media used for engaging with tenants, introducing ways of developing tenant consultations and keeping in touch through platforms such as Facebook and Twitter.	Lindsey Castle/Asim Munir	Twitter account has been set up and has 329 followers to date, but has been more effective for engaging professionals and stakeholders. Will be exploring the possibility of using Facebook and other social media tools e.g. web chat as a means of engaging tenants and exploring good practice from other areas via conferences, events and good practice visits.	March 2018		Further online tools developed to enable tenants to access our services online and allow for interaction and engagement online.
M	Develop a 'Tell Us Once' service for new council tenants, whereby they only have to inform one agency of their move. This information should then be shared with Council Tax, Benefits and Housing offices as appropriate.	Robert Savage/ Housing & Neighbourhood Services	<ul style="list-style-type: none"> Your Account is a council online facility that enables residents and tenants to manage their council tax and benefits online.² Some of the Housing and Neighbourhood Services teams do operate as part of the Customer Service Centres to enable better coordination of services and information sharing. Pre Tenancy Workshops will enable new tenants to understand how to access relevant services to meet their needs. 	Ongoing		More tenants registering with Your Account and improved access to council services.