

## The Council's 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 (Tenant Involvement Coordinator)	<p>The Younger Tenants Forum is developed and meeting every fortnight. They are supported by Rother Fed and Target Housing.</p> <p>They have developed a logo for their forum along with aims and objectives.</p> <p>They have their own Facebook page.</p>	Completed		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 (Head of Housing Options)/Claire Tester (Learning and Development Officer)/ Phil Rushton (Customer Services Manager)	<ul style="list-style-type: none"> <li>Materials have been developed with input from young tenants</li> </ul>	July 2018		Customer Care Training package developed and rolled out corporately with the target audience being customer facing staff
C	Develop a menu of involvement opportunities suitable for younger tenants	Asim Munir	To liaise with communications and marketing team to develop a menu of involvement opportunities for tenants which	July 2018		Menu of involvement opportunities for younger tenants

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	and share this with both council staff and tenants.		is also suitable for young tenants			developed and shared with both council staff and tenants.
<b>D</b>	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 young volunteers.	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.
<b>E</b>	Evaluate the new pre-tenancy workshops with younger tenants and make improvements as necessary to the format and content.	Sandra Tolley/Paul Elliott (Business and Commercial Programme Manager)	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 Online Pre tenancy Workshop package is being developed and will be available for new tenants to use.	November 2018		Pre Tenancy workshops developed with input from young tenants to meet their needs.
<b>F</b>	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	Post holder only commenced May 2018 and therefore will work on the communications plan in the next 6 months.	November 2018		Raising awareness of services and more existing and new tenants are accessing the service.
<b>G</b>	Consider the use of training sessions in schools to raise awareness of the implications of renting your own home, including responsibilities and financial awareness.	Paul Elliott	The Post holder commenced May 2018 and will now be developing sessions to raise awareness in schools over next 6 months.	November 2018		Number of training sessions taking place in schools. This will be monitored and evaluated.

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H	Develop the Home Matters newsletter to make it more 'young person' friendly by incorporating a young tenants section or similar.	Asim Munir/Alka Walton (Marketing, Media and E-communications Officer)	We have spoken to the Young Tenants Forum who has agreed to promote the Young Tenant Forum in the next edition of Home of Home Matters to encourage young tenants to get involved. Each edition will be checked by the Forum to ensure future editions are young people friendly and every edition will have a young tenant's page.	Completed		The summer edition 2018 and following editions will have a regular page developed by young tenants themselves.
I	Improve the Council website by making: the website more accessible and attractive to younger people	Asim Munir/Phil Rushton	Review of the website taking place.  Meeting with the Young Tenants Forum to take this one step further.  Exploring good practice through conferences and good practice visits.	October 2018		New housing app or new web page developed for Housing & Neighbourhood Services to ensure more self-service and interactions.
J	The Home Matters magazine is available on the website	Alka Walton	Now available on the website.	Completed.		Home Matters available on the website.
K	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.	Asim Munir/Helen Barker (Head of Customer Services)	Will be exploring with the Young Tenants Forum which online and social media tools would be suitable for them to engage with us and exploring good practice from other areas via conferences, events and good practice visits.	October 2018		Further online tools developed to enable tenants to access our services online and allow for interaction and engagement online.
L	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 (Customer Services Manager)/ Housing & Neighbourhood Services	<ul style="list-style-type: none"> <li>Your Account is a council online facility that enables residents and tenants to manage their council tax and benefits online.</li> <li>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.</li> <li>Pre Tenancy Workshops has enabled new tenants to understand how to access relevant services to meet their needs.</li> </ul>	Ongoing		More tenants registering with Your Account and improved access to council services.

