



## Appendix 1 - Tenant Scrutiny Review- Action Plan Template

<p><i>and offered shadowing opportunities.</i></p> <p><i>Provide regular training for officers on how to have sensitive conversations around protected characteristics, preferably at induction and then annually.</i></p> <p><i>Train officers to always introduce themselves and anyone accompanying them when entering people's homes."</i></p>		<p>completions as part of officer 121 process.</p>			<p>and those with learning difficulties. All area housing teams have completed this training.</p> <p>The Council's Code of Conduct document sets out clear expectations regarding the conduct of staff.</p> <p>THC quality assurance audits will be incorporated into officer 121 discussions, with any issues identified being addressed.</p>
<p>Recommendation C: Advocacy services</p> <p><i>"Explore the introduction of an arrangement with an organisation that provides advocacy services to be offered to any tenant who may wish to use it."</i></p>	<p>Jemma Davenport</p>	<p>1. Add information stating 3rd party support such as friends/family/support workers can attend THC visits, including arranging suitable times/dates to enable this to happen.</p>	<p>July 2025</p>	<p><b>Complete</b></p>	<p>Information on 3<sup>rd</sup> party support including utilising ASC advocacy service added to THC appointment letter. Distribution of new letters will begin in July 2025.</p>
<p><b>Recommendation D:</b> Communications</p> <p><i>"Make changes to the tenancy handbook 'A Guide to Your Home' to reflect the purpose of the visits and also to be less threatening. Include in the description that there will be</i></p>	<p>Carol Wordsworth/ Daniel Cowley</p>	<p>1. Update 'Tenancy Health Check' section in 'A Guide To Your Home'. Make the purpose of the visit clearer.</p>	<p>March 2026</p>	<p><b>In Progress</b></p>	<p>Guide To Your Home to be updated.</p>
	<p>Daniel Cowley</p>	<p>1. Update Tenancy Health Check information on webpages setting out the purpose and scope of the visit.</p>	<p>September 2025</p>	<p><b>Complete</b></p>	<p>Update webpages to include additional Tenancy Health Check information, regarding purpose, frequency etc.</p>

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<p><i>checks on whether they need any help or support as well as looking at the condition of the home and garden.</i></p> <p><i>Add information about Tenancy Health Check visits onto the website to improve people's knowledge about the process and purpose."</i></p>					
<p><b>Recommendation E:</b> Letter</p> <p><i>"full details of which officer(s) may be visiting, and how to contact them to rearrange if necessary. If more than one officer is visiting, this should be made clear.</i></p> <p><i>more information or an accompanying leaflet/checklist to explain the purpose of the visit and what it includes (plus any preparation required by the tenant)."</i></p>	<p>Jemma Davenport</p>	<ol style="list-style-type: none"> <li>1. Add information on how to reschedule Tenancy Health Check visits on the initial appointment letter.</li> <li>2. Reflective of individual customer needs and requirements and good practice, appointment letters to provide details of officer/s attending.</li> </ol>	<p>September 2025</p>	<p><b>Complete</b></p>	<p>Updated THC appointment letter contains clearer information on how tenants can reschedule THC visits. Distribution of new letters will begin in July 2025.</p> <p>THC letters generally do not refer to named officers, as changes can occur due to officer absence or THC's being undertaken by several officers focussing upon a particular locality. However, the service recognises this is an issue and will endeavour to include visiting officer details as far as practically possible.</p> <p>Council officers must always carry official ID and produce this before entering customers' homes.</p>
<p><b>Recommendation F:</b> Notice of visits</p>		<ol style="list-style-type: none"> <li>1. See actions in response to Recommendation C and E</li> </ol>	<p>September 2025</p>	<p><b>In progress</b></p>	<p>Letters advising of THC visits are currently issued 2-4 weeks in advance.</p>

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<p><i>“Give at least three weeks’ notice of the visit taking place than the current two weeks, to allow for people to arrange a support worker/ advocate/ family member/ friend to be present, and to allow for arrangements to be made to take time off work if appropriate.</i></p> <p><i>Consider changing the process for tenants to be contacted in the first instance by their preferred contact method rather than always by letter.</i></p> <p><i>Arrange for confirmation and reminders of visits by text message, email or phone call prior to the appointment if possible.”</i></p>		<p>2. Service to consider mechanisms to contact tenants by other methods, including issuing of reminders ahead of visits.</p>	<p>March 2026</p>		<p>Updated letters will provide information as to how to rearrange appointments. Development of automatic visit reminders based on tenants’ communication preference being discussed with I.T.</p>
<p><b>Recommendation G:</b> Personal information requested.</p> <p><i>“The forms of identification requested (to include bus passes and remove NI number)</i></p>	<p>Levi Karigambe</p>	<p>1. Place 'Prefer not to say' at top of protected characteristics list in THCs.</p>	<p>March 2026</p>	<p><b>Complete</b></p>	<p>The service will be retaining the N.I. question on the THC, as this is a unique identifier used for customer verification and security purposes.</p> <p>To align with RMBC’s standard</p>

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<p><i>Moving the option to 'prefer not to say' on protected characteristics to the top of the list."</i></p>					<p>equality formatting, 'Prefer not to say' will not appear at the top of response list.</p> <p>Officers will continue receiving guidance and support to help them confidently ask sensitive questions, particularly when challenged.</p>
<p><b>Recommendation H: Frequency of visits</b></p> <p><i>"Consider a graded system for the frequency of tenancy visits, relevant to the risks and referrals identified at each visit.</i></p> <p><i>Consider whether once every four years is a suitable frequency for Tenancy Health Check visits.</i></p> <p><i>Inform tenants at the end of each visit when they may expect the next one."</i></p>	<p>Jemma Davenport</p>	<ol style="list-style-type: none"> <li>1. THC's generally to be conducted at least once every four years.</li> <li>2. Frequency of THC's to reflect specific customer needs.</li> <li>3. THC guidance to be updated to reflect the above.</li> </ol>	<p>September 2025</p>	<p><b>In progress</b></p>	<p>As a minimum, THC's will be conducted at least once every four years. THC's will be conducted more frequency, such as annually, where this will better meet the needs of specific tenants.</p>
<p><b>Recommendation I: The questions asked.</b></p> <p><i>"Include information on both the form and in the procedure, document concerning:</i></p> <ul style="list-style-type: none"> <li>- <i>overcrowding/ under-occupancy</i></li> <li>- <i>wood burners</i></li> </ul>	<p>Levi Karigambe</p>	<ol style="list-style-type: none"> <li>1. Add questions on wood burners and looking ahead (i.e. future housing needs planning).</li> </ol>	<p>March 2026</p>	<p><b>In Progress</b></p>	<p>Based upon the occupancy questions already asked, officers will assess whether a property is over-crowded. Wood burning heating devices are not permitted within Council homes.</p>
	<p>Jemma Davenport</p>	<ol style="list-style-type: none"> <li>2. Amend guidance on THCs to consider future housing needs of tenants</li> </ol>	<p>March 2026</p>	<p><b>In Progress</b></p>	<p>THC will include a consideration of the suitability of the current home, provide any advice required,</p>

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<p>- <i>mobility scooters - looking ahead – future plans and needs.”</i></p>					<p>including advice for tenants using mobility scooters.</p>
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