

Tenant Participation Strategy 2018-2021 – Involve, Inform, Influence

Tenant participation occurs when social landlords share information, ideas and decision making with tenants' working with them to agree:

- How their homes and local environment should be managed;
- What services and service improvements are needed;
- Priorities;
- How we can work together to achieve these.

The Tenant Participation Strategy sets out our commitment to developing effective consultation and involvement, so that by working with our tenants and service users we can continuously improve our services.

This strategy is linked with the Welsh Government Regulatory Framework Performance Standard (PS2) states that landlords are to 'have effective and appropriate tenant involvement and high quality and improving services'.

This strategy is also linked to objective 1 within our Corporate Plan which states that we will:

- Increase customer engagement opportunities and ensure that the voice of the customer shapes the work that we do;
- Challenge the value for money of our services and service charges.

What we do now:

- Resident's Advisory Panel – The Panel is made up of residents who are part of the on-going management and governance of the organisation
- Sounding Board – A database of tenants who are interested in acting as a 'reader' of leaflets, forms, policies etc. and providing feedback
- Clwb Seren Newsletter – Our tenant's newsletter
- Events and Activities – Opportunities to get involved and to learn and develop skills
- Residents Associations and groups – Tenants will receive support if they are interested in setting up a Residents' Association or Group
- Bus Stop Project – Bus Stop is a mobile community development project which is free and confidential
- Personal Development Grant – Developed to tackle financial barriers that may be preventing any tenants from accessing education, training or employment
- Community Fund - Developed to provide funds to assist voluntary, community, recreational or residents groups
- Surveys and questionnaires – Satisfaction surveys to gather feedback on services

What we need to improve:

- Provide the Residents' Advisory Panel with greater opportunity to influence decision making;
- Strengthen and promote the Sounding Board as a different option to the Residents Advisory Panel;
- Develop new ways of getting involved;

- Increase the number of tenants getting involved;
- Improve engagement with younger tenants (aged 17 to 25 years old);
- Provide more support for tenants to increase skills and access training;
- We need to make sure tenant participation becomes our usual way of working, so that it becomes 'mainstream' across the organisation.

What we will do:

Continue and support

- Resident's Advisory Panel;
- Clwb Seren Newsletter;
- Residents Associations and groups;
- Personal Development Grant;
- Carrying out questionnaires and surveys.
- Sounding Board;
- Events and Activities;
- Bus Stop Project;
- Community Fund;

We will also:

- Promote and strengthen the role of the Residents' Advisory Panel and ensure it has greater influence;
- Promote and strengthen the Sounding Board and ensure its members have consistent opportunities to provide feedback;
- Provide new ways of influencing decision making, e.g. mystery shopping, focus groups, text messaging;
- Use a wide range of events and activities as a way of keeping tenants informed and involved;
- Promote tenant participation opportunities on an ongoing basis with tenants and staff;
- Ensure information and communication material will be accurate, timely and accessible;
- Support tenants to get involved, for example travel and child care costs. Tenants should not be out of pocket for participating;
- Provide more support for tenants to increase skills and access training.
- Ensure that the Strategy and is linked to the STAR Satisfaction Survey Action Plan

Main Aims

Aim 1: Strengthen our current tenant participation options, while also developing new ways of getting involved

Aim 2: Increase the numbers of tenants getting involved, and also further develop better engagement with younger people (aged 17 to 25 years old)

Aim 3: Promote and raise awareness of the benefits of tenant participation with tenants and staff

Outcomes

1. Tenants find it easy to participate and have a variety of ways to influence our decision making processes
2. More tenants (including a more diverse group) are involved in our decision making process
3. Improved relationship between tenant and staff

Monitoring/Reviewing:

Tenants will review and evaluate how we support and develop tenant participation.

A tenant participation report will also be submitted on annual basis to the Residents' Advisory Panel and Landlord Services Committee.