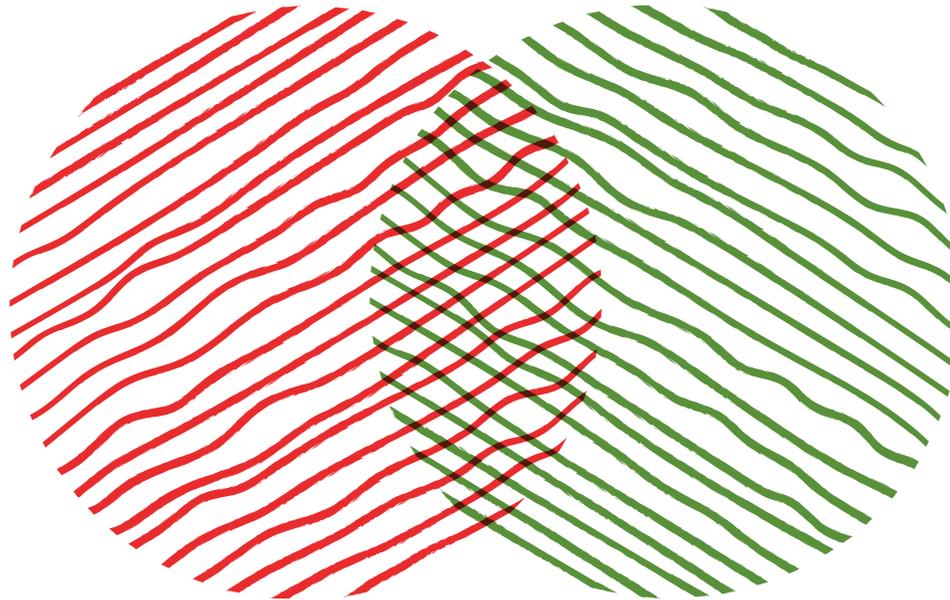


Tenant Participation Strategy 2021–2024



What is Tenant Participation?

Tenant Participation occurs when social landlords share information, ideas and decision making with tenants. Working with tenants to agree:

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



**Tenant Participation
Strategy 2021–2024**



Why have a Tenant Participation Strategy?

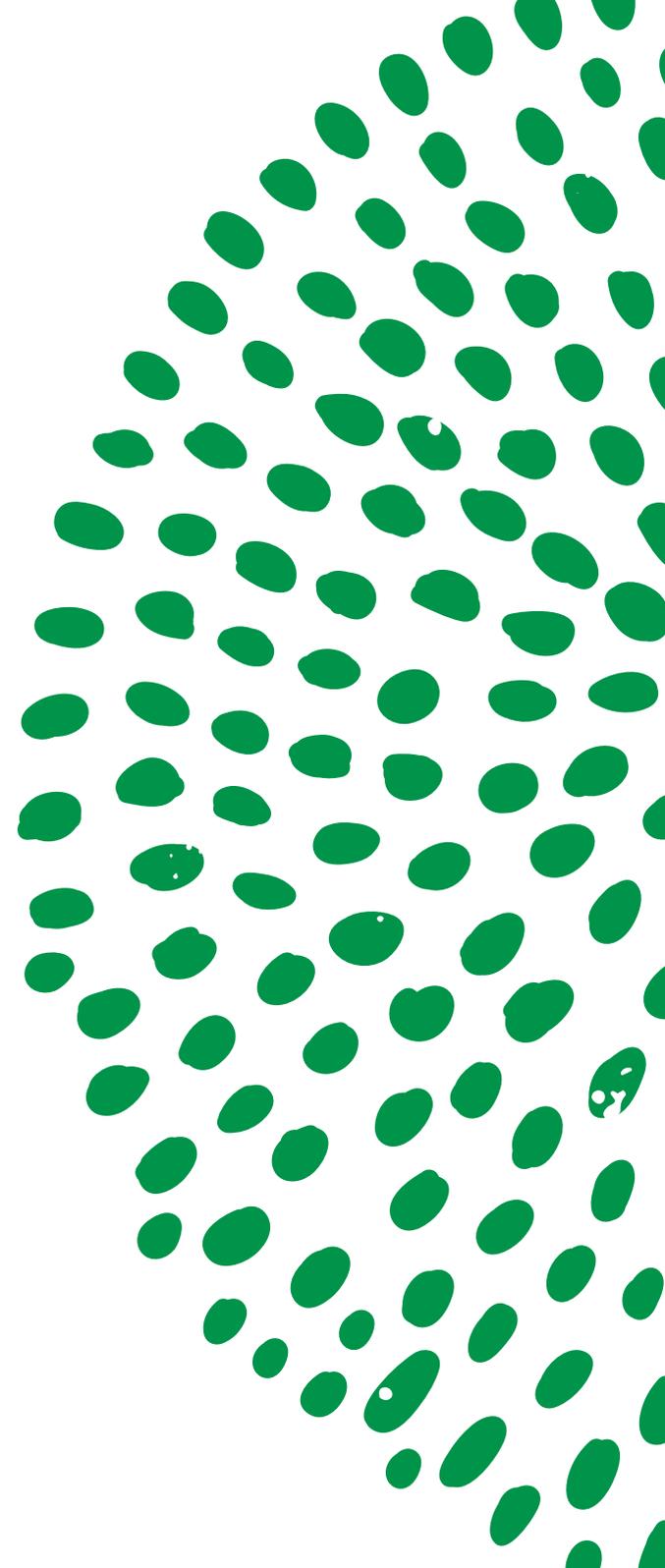
The Tenant Participation Strategy sets out our commitment to develop effective consultation and involvement, so that by working with our tenant and service users we can continuously improve our services. When referring to the tenants in this document we also mean all our residents and service users.

Welsh Government places clear expectation on housing associations to demonstrate tenants are involved and in shaping services and decision making; however North Wales Housing views tenant participation as something we want to do rather than something we must do.

Our vision at North Wales Housing is to make a difference to people's lives, by providing homes to be proud of and creating communities in which they can thrive. Effective and worthwhile tenant participation will help us achieve this vision.



**Tenant Participation
Strategy 2021–2024**

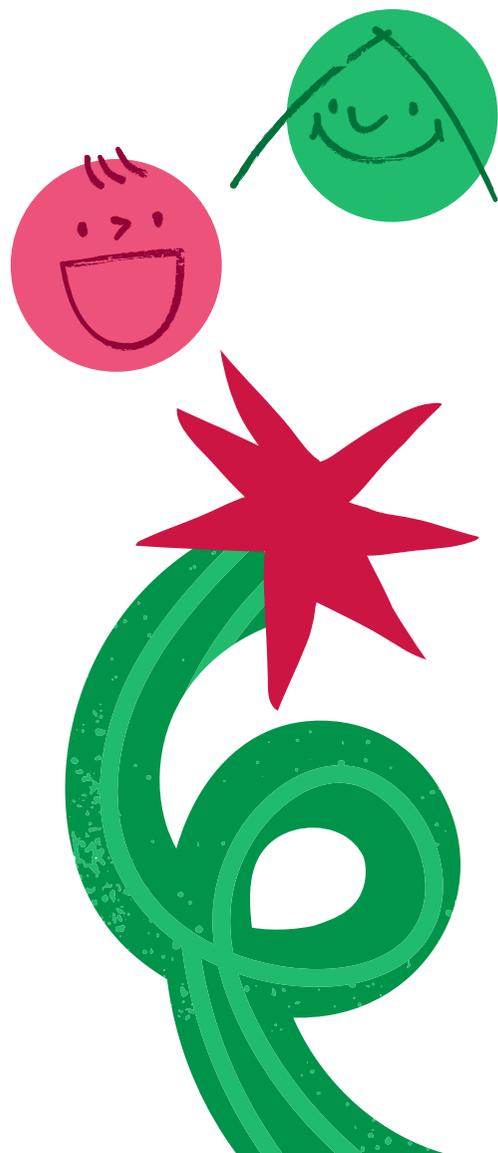




The benefits of Tenant Participation

When working well, tenant participation delivers clear benefits for tenants, staff and North Wales Housing. The benefits of effective tenant participation for everyone include:

- Better service delivery and improved outcomes for tenants whilst ensuring value for money;
- Staff and tenants working together for common goals with respect and understanding;
- Informed and knowledgeable tenants who have the skills and confidence to influence decisions;
- Increased tenant satisfaction with their home and neighbourhood;
- Identifying actions for service and performance improvements and working together to implement these recommended improvements;
- Opportunities to develop new knowledge and skills;
- Better communication between staff and tenants.



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What we do now:

Tenants and Communities Panel – The Panel consist of board members, tenants, and staff, and meets every two months. The Panel has this responsibility for scrutinising our services and performance to ensure all residents receive the highest possible standards of service.

Tenants Forum – The Forum meets regularly with North Wales Housing staff, and provide tenants an opportunity to obtain information, influence our decision making, and strengthen our services. Each meeting is dedicated to a particular topic, allowing members to learn more about North Wales Housing, and provide input and feedback to improve the services we provide.

Sounding Board – A database of tenants who are interested in acting as a ‘reader’ of leaflets, forms, policies etc. and providing feedback.

Surveys and Questionnaires – Satisfaction surveys to gather feedback on services.

Events and Activities – Opportunities to get involved and to learn and develop skills. These can also be used for consultation and gathering tenant feedback.

Clwb Seren Newsletter – Our tenants’ newsletter.

Residents Associations and Groups – Support is available for tenants interested in setting up a resident association or a group.

Personal Development Grant – A small grant available to tenants to tackle financial barriers that may be preventing them from accessing education, training or employment.

Community Fund – A small grant available to assist voluntary, community, recreational or resident groups.



**Tenant Participation
Strategy 2021–2024**





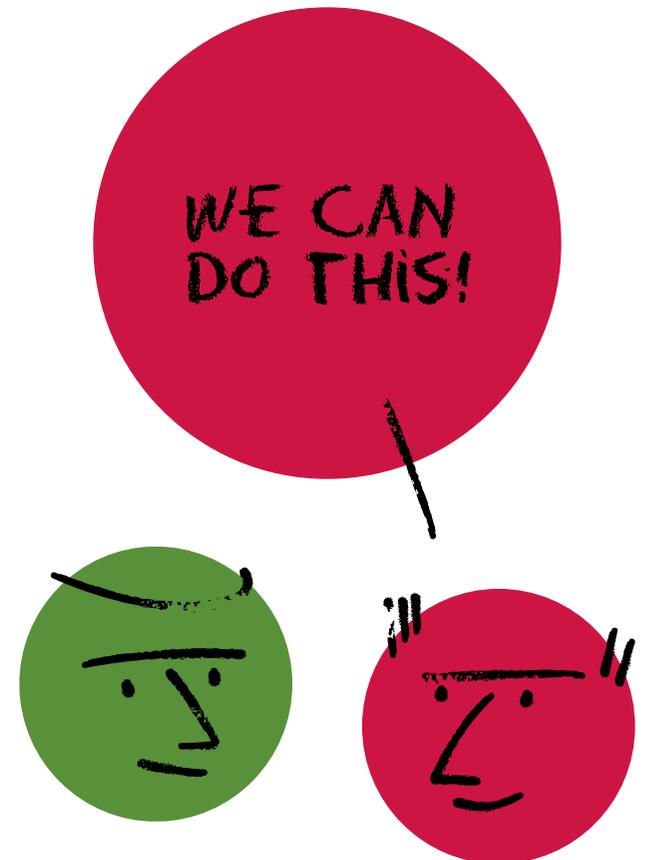
What we need to improve:

Ensure all service areas within NWH consider whether tenant participation is required when making changes/reviewing services. Our starting position will be that tenant participation is an expectation.

Provide more opportunities for consultation, and greater opportunities for tenants to contribute and provide input outside of the traditional forms of Panels and Forums.

Increase the number of tenants getting involved and providing input and feedback on our services.

Demonstrate the value of and difference made by tenant participation.

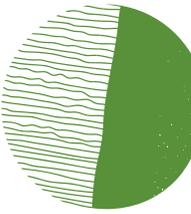
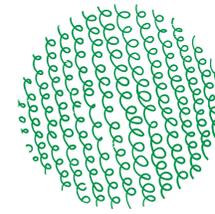
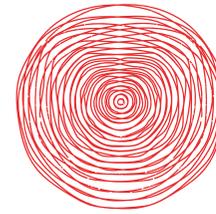
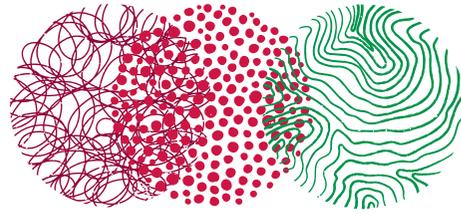


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**Tenant Participation
Strategy 2021–2024**



What we will do:



Ensure our new Corporate Plan (the Corporate Plan sets out the priorities and objectives for NWH over a period of three years) and its delivery takes tenant participation into account.

Our starting position is that tenant participation is an expectation when changing or reviewing services. Service leads/managers to consider how tenant participation best supports changing and reviewing services. Where tenant participation is not deemed beneficial, the service lead will be expected to outline the reasons for this. All related forms, project templates and service plans will be updated to reflect this change.

Provide more opportunities for the Tenants Forum and Sounding Board to influence decision making.

Publish consultation reports and information on how tenant input and feedback has influenced decision making.

Explore further opportunities for tenants to participate and engage digitally, whilst maximising existing non-digital engagement methods.

Review the demographics of tenants who currently actively engage with North Wales Housing and explore opportunities to target under-represented groups.

More events or ‘walkabouts’ on schemes to give opportunities for tenants to engage with staff (These can be similar to the Get to Know Your Landlord visits to schemes delivered on some schemes pre Covid-19).



**Tenant Participation
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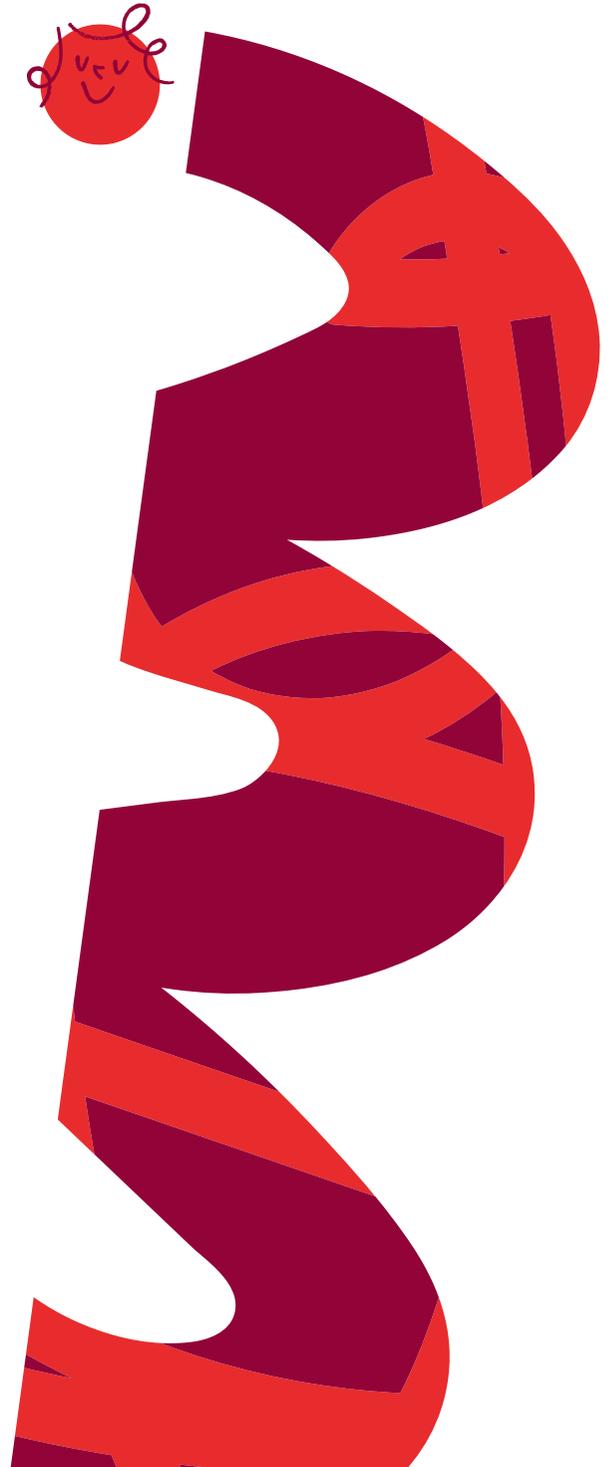


***We will also
continue and
support:***

- Tenants and Communities Panel
- Tenants Forum
- Sounding Board
- Surveys and Questionnaires
- Events and Activities
- Clwb Seren Newsletter
- Residents Associations and Groups
- Personal Development Grant
- Community Fund



***Tenant Participation
Strategy 2021–2024***





Aims of the Strategy:



Aim 1 – Increase the number of tenants getting involved providing their input and feedback



Aim 2 – Demonstrate and evidence the value for money and difference made by tenant participation



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



Aim 4 – To ensure that tenants play a key role in shaping our services



Aim 5 – To ensure we are accountable to tenants and use feedback to improve what we do



Aim 6 – To ensure that tenant participation is designed into our governance and service delivery processes.



**Tenant Participation
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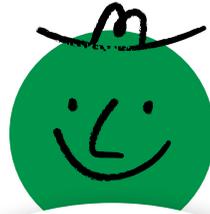
Monitoring and Reviewing the Strategy

It is important that tenants hold us to account, we do what we say we will do, and that our performance against the commitments set out in this strategy are visible to tenants and board members. To do this we will:

- Produce an action plan which will show how this strategy will be delivered;
- Provide progress reports on tenant participation to the Tenants and Communities Panel;
- Reports to be published on our website, and their availability to be publicised on social media and in the Clwb Seren Newsletter;
- Use a tenant participation activity assessment form to plan and review activities (The form is based on an example provided by TPAS Cymru).



Tenant Participation Strategy 2021–2024



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