

Tenant Involvement Strategy priorities Action Plan – DRAFT

Created and reviewed by the Tenant Involvement Strategy Group in partnership with all Tenant Volunteers.

PRIORITY	ACTION	TARGET DATE
<p>Compliance The Regulator for Social Housing (formerly The Homes England) Regulatory Standards – including Tenant Involvement & Empowerment Standard 2017, the Tenant Satisfaction Measures etc. The Department for Levelling Up, Housing and Communities (DLUHC), formerly the Ministry for Housing, Communities and Local Government (MHCLG)</p>	<ul style="list-style-type: none"> - Invite the Head of Consumer Standards and the Tenant Engagement Manager from the Regulator for Social Housing to the Tenant and Landlord Improvement Panel. This was completed in 2023 and gave an opportunity for the partnership as well as invited guests to ask specific questions. The discussions were about the new Consumer Standards and sharing best practice. They agreed to come back every 6 months to continue the conversation with the partnership. 	<p>COMPLETED January 2023</p>
	<ul style="list-style-type: none"> - Invite the Housing Ombudsman – Richard Blakeway to the Tenant and Landlord Improvement Panel. This was completed in July 2023 and gave an opportunity to the partnership and invited guests (including the Preferred Registered Providers of Wokingham). 	<p>COMPLETED July 2023</p>
	<ul style="list-style-type: none"> - Independent assessment of Wokingham Borough Council Tenant Involvement against the Regulatory Standards to ensure we are compliant. <ul style="list-style-type: none"> o Original assessment completed 2021 – a review to be completed annually / bi-annually from 2023. o The above assessment to include the new Consumer Standards announced in July 2023 o Service Improvement plans set up for each Service Area 	<p>April 2024</p>
	<ul style="list-style-type: none"> - Independent Assessment by an external consultant of Housing Services against the Consumer Regulatory Standards as well as the Rents Standard, the Tenant Charter and the Corporate Values. <ul style="list-style-type: none"> o This is a voluntarily exercise to look at how we perform in line with the new Consumer Standards and any recommendations from these will be added to the Tenant Involvement Strategy Action Plan as well as the Service Improvement Plans for each area of housing. 	
<p>Association of Retained Council Housing (ARCH)</p>	<ul style="list-style-type: none"> - Continue to be a member of the ARCH Tenants Group (currently Chair of Tenant and Landlord Improvement Panel (TLIP)). 	

	<ul style="list-style-type: none"> ○ Regularly attend Group meetings. ○ Attend yearly conference (if appropriate). - Access / receive regular National updates and lobby for national change within social housing. 	
Tenants Charter	<ul style="list-style-type: none"> - Prioritise three of the 10 Aspirations annually and report any outcomes of the actions at the September Council Meeting. The Council have requested an update report annually. <ul style="list-style-type: none"> ○ Awayday completed in 2023 – 3 aspirations were prioritised – they are: Tackling Stigma, Communications and Modernising Tenant Engagement Techniques. ○ Other priorities have included tackling condensation and mould, fire risk assessments, the building safety regulations update, the new decent homes standard and the new Tenant Satisfaction Measures (new Regulatory Standard launched recently). ○ The Housing Ombudsman Complaints Handling Code <ul style="list-style-type: none"> ▪ The creation of the Designated Tenant Complaints Panel. ▪ Updated the Housing Complaints, Compliments and Compensation Policy to include the new Designated Tenant Complaints Panel and reflect changes in the Complaints Handling Code. ▪ Updated self-assessment to be completed and published online. ▪ The creation of Complaints surveys in line with the Tenant Satisfaction Measures. 	<p>Annually from 2019</p> <p>COMPLETED February 2023</p> <p>COMPLETED April 2022</p> <p>COMPLETED May 2022</p> <p>COMPLETED May 2022</p>
Tackling The Stigma Associated with being a Social Housing Tenant	<ul style="list-style-type: none"> - New branding for each of the groups will show a professional / updated image – moving away from the Involved Tenant stigma – emphasising volunteering. - Through all digital media / housing matters – what is the role of a Tenant Volunteer – myth buster! - Sheltered Stigma – new advertising for each home is being developed – removing the ‘care home’ visuals. <p>Recommendations</p> <ul style="list-style-type: none"> - Inductions for all new Wokingham Borough Council colleagues / Councillor should include guidance on engaging with Tenants, Leaseholders and Licensees (including the Gypsy Roma Traveller Community). This is to ensure that all colleagues / Councillors do not stigmatise social housing tenants, Tenant 	<p>COMPLETED</p> <p>COMPLETED</p>

	<p>Volunteers, anyone on lower income and those who are living in sheltered accommodation through the use of specific language.</p> <ul style="list-style-type: none"> - Each new colleague / Councillor should also be given a copy of the Tenant Charter to ensure they are aware of the aspirations of the Tenants agreed by Full Council. - A copy of Tenant Charter is available on request or through the website. The Tenant Charter (wokingham.gov.uk) 	
<p>Communications with Tenants and Residents across the Borough.</p>	<ul style="list-style-type: none"> - Please refer to the Modernising Tenant Engagement Techniques to Increase Active Engagement and Digital Engagement for further information and actions. - A simplified version of this action plan is to be shared through Housing Matters / digital media once completed. - Self-Assessment for Housing Ombudsman Complaints Handling Code – to be completed regularly and shared on the Wokingham Borough Council Website. - The STAR Survey is going out in 2023 – outcomes of this survey will formulate the future planning of targeted engagement events to those areas where Tenant Satisfaction is lower. - A digital version of the STAR Survey is also being created via the Engage platform used by the Communications, Engagement and Marketing Team. This is to ensure a digital version is available to those Tenants who request it. - A Jargon Buster has been created by the Tenant Involvement Strategy and Communications Group to be shared with new staff members, Councillors and Tenant Volunteers. This includes all Jargon that might be used across Housing. Although the Tenant Volunteers recommend that everything is written in plain English with no jargon. - Communications between Groups <ul style="list-style-type: none"> o the formal Chairs Panel meet monthly – this is formed from the Chairs / Vice Chairs of each of the formal groups to agree actions and share relevant information with their groups afterwards. <p>Recommendations</p> <ul style="list-style-type: none"> - A set of Service Standards to be created in partnership with the Tenant Volunteers – this is to ensure that tenants are contacted 	<p>Estimated completion date of March 2024</p> <p>Ongoing</p>

	<p>within an agreed amount of time via telephone, email, or letter. These service standards should also include guidance on 'out of office' communications such as voicemail messages, email out of office replies etc. to ensure that if someone is off for any reason, a tenant knows another contact to speak to in their absence.</p> <ul style="list-style-type: none"> - A recommendation of a Communications and Engagement Policy / Strategy – created in partnership with the Tenant Volunteers – to ensure everyone is aware of stigmatising language, to ensure we are compliant to the new Consumer Standard on Communications. - A recommendation for the Tenant Volunteers to review the new Wokingham Borough Council website to ensure it is accessible for all Tenants as part of a customer journey. - A recommendation for the Tenant Volunteers to review the content of the Tenant Involvement and Housing pages to ensure the correct and most up to date information is being shared. - The Tenant Volunteers would like to build on the partnerships started after the Tenant and Landlord Improvement Panel invited the Preferred Registered Providers and other colleagues across the Council to the meetings with the Regulator for Social Housing and the Housing Ombudsman – Richard Blakeway. 	
<p>Modernising Tenant Engagement Techniques to Increase Active Involvement.</p>	<ul style="list-style-type: none"> - New branding for each of the groups created – created by the Apprentice Digital Engagement / Marketing and the ideas to be voted on by each of the Tenant Volunteers. - New Social Media pages created on: Facebook https://www.facebook.com/WBCHousing Instagram https://www.instagram.com/housingwbc/ - Active recruitment campaign created online using new social media pages / Housing Matters magazine. <ul style="list-style-type: none"> o A new recruitment form has been completed and is now in use – this has been advertised via social media, at events and in Housing Matters Magazine. https://forms.office.com/e/gdqJWApQ9S o A new recruitment leaflet has been created and has been shared at engagement events, and online. 	<p>COMPLETED April 2023</p> <p>COMPLETED March 2023 In progress.</p> <p>COMPLETED</p> <p>COMPLETED</p> <p>COMPLETED</p>

	<ul style="list-style-type: none"> - Raise awareness of new Social Media pages / Tenant Volunteer Social Media pages via Housing Matters Magazine article. - Raise awareness of new Social Media pages / Tenant Volunteer Social Media pages via a new leaflet which has been shared at engagement events and online. - Sheltered Housing Focus Groups to be set up as part of the EROSH Accreditation. We now have 93 Informal Tenant Volunteers who meet with Tenant Involvement quarterly. - Key Performance Indicator set up and monitored in TLIP for numbers of Informal Volunteers. - Engaging with underrepresented communities – through the Resident Equalities Forum (REF) – which members include LGBTQIA+, Young People, Older People, people with disabilities (including mental health), Ethically Diverse Communities, GRT (Gypsy, Roma & Traveller) engagement. 2 Tenant Volunteers have been members since 2021. - The Tenant Involvement Service Manager has been invited to CLASP (CLASP is a self-advocacy group for people with learning disabilities in the Wokingham Borough) to advise the members on how to engage with their Landlords – this was a recommendation from a Tenant Volunteer. <p>Recommendations</p> <ul style="list-style-type: none"> - Community Engagement Events / Pop up events / focus groups to be planned for those areas who have lower Tenant Satisfaction through the STAR Survey and higher levels of complaints. - Receive recommendations from the Tenant Volunteer members of the REF to ensure that all communities have a voice and access services. 	<p>COMPLETED</p> <p>COMPLETED July / August 2022</p> <p>COMPLETED from April 2023</p> <p>Ongoing</p> <p>September 2023</p>
<p>Training</p>	<ul style="list-style-type: none"> - Training on scrutinising and challenging performance figures for the Tenant Volunteers was piloted at the awayday in 2023 and further training sessions will be organised for the rest of the Tenant Volunteers. This was completed by the Policy and Performance Officer and the Housing Project and Performance Officer. - The Tenant Volunteers attended a Wokingham Borough Council 3 C's Training (Care, Clarity and Confidence) – this is part of the Customer Experience Training that is being given to 	<p>COMPLETED (FURTHER TRAINING TO BE PROVIDED TO THOSE THAT COULD NOT ATTEND THIS EVENT)</p> <p>COMPLETED</p>

	<p>all WBC colleagues and is essential for proof reading and the Designated Complaints Panel for monitoring the quality of complaint responses.</p> <ul style="list-style-type: none"> - The Tenant Volunteers attended the Complaints Focus Groups / Training Sessions alongside the Housing staff to ensure their views are taken into account for the recommendations for improvements. - There was a Digital Engagement Training / Discussion / Ideas Session for the Tenant Volunteers, completed by the Digital Engagement Apprentice and the Tenant Involvement Officer at the Awayday in 2023. <p>Recommendations</p> <ul style="list-style-type: none"> - We recommend that the 3 C's Training is compulsory for all colleagues and is part of the Induction for any new starters. - We recommend that there are additional trainers trained, by the current team to ensure consistency and that additional courses can be made available. - We recommend that the Tenant Volunteers are signed up to the My Learning Platform (in line with external organisations) to ensure they are able to complete the mandatory training sessions that colleagues complete. - We recommend that Tenant Volunteers work alongside the Adult Community Learning team to develop bespoke courses to support volunteers in maths, scrutiny and IT. - We recommend that there is training sessions for Tenant Volunteers on the use of SharePoint to ensure the streamlining access to meeting papers etc. 	<p>COMPLETED</p> <p>COMPLETED</p>
<p>Tenant Volunteer IT Project</p>	<ul style="list-style-type: none"> - Support for Tenant Volunteers with IT equipment and training. - Internal Tenant Volunteer SharePoint – <ul style="list-style-type: none"> o new areas set up and training provided to Tenant Volunteers. o creation of areas for each group to save and access their documents. o Access to Microsoft Teams, Calendar, daily news etc. (support when required) o The set up a SharePoint Hub area for the Designated Complaints Panel. <p>Recommendations</p>	<p>Ongoing</p> <p>COMPLETED</p> <p>COMPLETED July 2023</p>

	<ul style="list-style-type: none"> - We recommend further development of the Designated Complaints Panel SharePoint area along with some training for the members of the group. - We recommend the creation of SharePoint Hub areas for each of the groups to save and access their documents. - We recommend training for each of the Tenant Volunteers on the SharePoint Hubs. 	
<p>Digital Engagement</p>	<ul style="list-style-type: none"> - Develop new digital ideas of engaging with Tenants of all ages. <ul style="list-style-type: none"> o New branding for each of the groups created – created by the Apprentice Digital Engagement / Marketing and the ideas to be voted on by each of the Tenant Volunteers. o New Social Media pages created on: <ul style="list-style-type: none"> ▪ Facebook https://www.facebook.com/WBCHousing ▪ Instagram https://www.instagram.com/housingwbc/ o Raise awareness of new Social Media pages / Tenant Volunteer Social Media pages via Housing Matters Magazine article. o Raise awareness of new Social Media pages / Tenant Volunteer Social Media pages via a new leaflet which has been shared at engagement events and online. o Raise awareness of becoming a tenant volunteer through the online form and hard copy form that are being shared via social media and at events. - STAR (Survey of Tenants and Residents) to be offered in two formats – hard copy and digital through direct letters and an online engagement platform ‘Engage’ (QR Code) – outcomes of this survey will guide further face to face engagement in 2023 / 2024. <p>Recommendations</p> <ul style="list-style-type: none"> - We recommend that the new social media platforms are used to raise awareness of anti-stigma campaigns, and scam awareness. - Continue to raise awareness and support the Government’s ‘Make it Right Campaign’ regarding Complaints. - Create a campaign to raise more awareness of the Stigma of being a Social Housing Tenant – for instance the use of Neighbourhood and Communities rather than Estate. 	<p>COMPLETED April 2023</p> <p>COMPLETED March 2023 In progress.</p> <p>COMPLETED</p> <p>COMPLETED</p> <p>COMPLETED In progress.</p> <p>In progress – outcomes due back early October 2023</p>

	<ul style="list-style-type: none">- Continue with the Pom campaign and his adventures with being a Tenant Volunteer.- Continue to develop the SharePoint area (WBCInvolved.com) to ensure it is fully accessible for the current and future Tenant Volunteers.- Continue the project to set up Tenant Volunteers on My Learning (the formation of their own separate area in line with other partners) – this is to ensure they can complete essential and compulsory training online. This will also include an area for induction documentation and essential code of conduct signing.- We recommend that the project to redevelop the Housing Matters magazine to include a digital version that Tenants can opt into should continue.	
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