



Borough wide Tenants Forum



## Tenant Involvement Impact Assessment Outcomes Report March 2023 to April 2024

### Introduction

Welcome to North Warwickshire Borough Council's Tenant Involvement Outcomes Report. This report has been produced with input from members of the Borough Wide Tenants Forum and shows the impact of tenant involvement throughout the year.

### Tenant Involvement

North Warwickshire Borough Council is committed to listening to the views of their tenants in how services are delivered. Tenant involvement offers various options and gives an opportunity to share views on issues that are important to you and your community and can also have an influence on the way services are delivered and improved to meet your housing needs.

### Impact Assessment

An impact assessment measures and evaluates tenant involvement and the difference it makes to housing services provided by the Council.

The report is produced for:

**Tenants** – as it provides information on changes that have occurred due to tenant involvement.

**North Warwickshire Borough Council** – as it helps us to evaluate areas that have benefited from tenant involvement and the impact that involvement has had on housing services.

**Partners** – as it illustrates the benefits of partnership working and continuous improvement.



This report identifies what has changed as a result of tenant involvement and the impact tenant involvement has had.

## **Borough Wide Tenants Forum Meetings**

### **Purpose**

The Borough Wide Tenants Forum, established in 1999, is an independent group of people who meet bi-monthly to represent all tenants in North Warwickshire. Members of the forum help to shape policy and decisions that affect all Council tenants. Meetings offer an opportunity to provide feedback information and deliver reports.

### Meeting held on 12<sup>th</sup> April 2023

Damp & Mould Conditions Policy draft  
Tenant Partnership Agreement final draft  
Forward Work Plan 2023-24  
AGM planning & meeting dates 2023 2024

### Annual General Meeting held on 31<sup>st</sup> May 2023

The Borough Wide Tenants Forum encourage tenants to attend the Annual General Meeting to improve communication, receive suggestions on how to get more people involved, and to highlight some of the good work that has taken place over the last 12 months. Guest Speaker for the event was Mandy Bygrave from Coventry & Warwickshire CDA who gave an interesting presentation on cost-of-living courses available to community groups throughout Warwickshire.

### Meeting held on 19<sup>th</sup> July 2023

Introductions - a new member from Grendon joined the Borough Wide Tenants Forum  
Feedback from the AGM  
Key Performance Indicators  
Damp & Mould Conditions Policy  
Outline Plan for Tenants Newsletter  
Forward Work Plan 2023-24

### Meeting held on 20<sup>th</sup> September 2023

Performance Q1  
Regulatory Consumer Standards Consultation  
Forward Work Plan next steps  
Tenant Scrutiny Week

### Meeting held on 15<sup>th</sup> November 2023

Sheltered Scheme Allocations Policy  
Silent Voices Workshop Proposal  
Tenant Led Scrutiny  
Forward Work Plan progress update

### Climate Change briefing

Robert Snape, Climate Change Officer for North Warwickshire Borough Council gave an informative presentation to the Borough Wide Tenants Forum on the Climate Change Plan. The presentation covered the effects of Climate Change and what action we can take to stop it. It raised awareness of some of the opportunities but also challenges that will come with decarbonising the housing stock.

### Meeting held on 17<sup>th</sup> January 2024

Introductions - a new member from Polesworth joined the Borough Wide Tenants Forum

Address from Councillor Clews Chair of Housing Task & Finish Group  
Performance Q2

Asset Management Plan

Tenant Led Scrutiny Forward Work Plan

Meeting Dates 2024-25

### Meeting held on 27<sup>th</sup> February 2024

Joint meeting of the Borough Wide Tenants Forum and Housing Task and Finish Group to look at Regulatory Standards.

Consideration of Consumer Standards

Consideration of Tenant Satisfaction Measures

Housing Ombudsman Service – Statutory Code

### Meeting held on 20<sup>th</sup> March 2024

Regulatory Consumer Standards

Tenant Led Scrutiny update

Complaints Compliance / proposed revisions to the Landlords Stock compliments and complaints procedure

Tenant Involvement Outcomes Report

Tenant Partnership Agreement 2024-25

Suggestions for tenants newsletter June edition

Preparations for AGM planning and discussion

### **Outcomes**

- Review of the Tenant Partnership Agreement and Tenants Forum Forward Work Plan 2023/24.
- Undertake an impact assessment to evaluate the outcome of tenant involvement.
- Establish focus groups on Damp and Mould Policy, Complaints and Compliments, Anti-Social Behaviour.
- Monitoring the Action Plan set out in the Asset Management Plan 2023-2026 and establish task and finish groups where appropriate.

- Considering and monitored quarter performance reports and make suggestions for improvement.
- Considering the impact of the cost of living and energy rises on North Warwickshire Borough Council tenants to ensure tenants are aware of the support and information that is available to them.
- Considering the Climate Change agenda and what the Council is doing that is relevant to North Warwickshire Borough Council tenants.
- Contributing to the Tenants Link Newsletter focusing on work of the Borough Wide Tenants Forum and good news stories.
- Two new members joined the Borough Wide Tenants Forum

We now use a variety of platforms such as Zoom and Teams to make meetings more accessible to all, in the hope we can attract more people to become involved.

### Tenant Led Scrutiny Projects

#### Purpose

A Tenant Led Scrutiny Panel will decide on a service to use as a project for scrutiny. Their findings and recommendations for improvement are put into a report produced for Senior Management.

#### Meeting date 14<sup>th</sup> February 2024

Terms of Reference

ASB Policy Statement

Response Repairs – Reporting a Repair

The first Tenant Led Scrutiny meeting held for some time agreed the first project will take a focused look at repairs ‘how to report a repair’ to see whether tenants are able to report repairs easily. The second project will focus on Nuisance and Anti-Social Behaviour. The policy and procedure are being reviewed with a view to Tenant Led Scrutiny gathering wider customer feedback. Terms of reference have been reviewed and adopted. To involve more tenants a mix of WhatsApp messaging and telephone communication will be used.

#### Outcomes

- Recommendations that are implemented as a result of the report will improve performance and accountability of the selected service area.
- Scrutiny improves customer satisfaction.

## Task and Finish Group

### Purpose

Task and Finish Groups are used for one off pieces of work about a particular aspect of the service. This may involve a specific task that requires completing and has a beginning and an end. Once the task or tasks have been completed the group will not need to meet again unless there are further tasks identified.

### Outcomes

- Review and finalise the Tenant Partnership Agreement, with all forum members. An updated version is in place to view on the Councils website. Paper copies are available and have been distributed during tenant's meetings. The aim of the Agreement is to give tenants a greater say in the way housing services are delivered through a range of opportunities for involvement. The Agreement outlines how tenants can become more involved and we hope that more tenants will take up this invitation to influence the housing services delivered by the Council. The Council is committed to listening to tenants and working to improve the services it provides.
- Regulatory Consumer Standards. A meeting was held on Tuesday 10<sup>th</sup> October 2023. The group were provided with the draft consumer standards that the Housing Regulator is proposing to introduce from April 2024. Details of the consultation process were considered along with the proposed standards to decide whether to participate in the consultation process.
- Joint meeting on 27<sup>th</sup> February 2024 of the Borough Wide Tenants Forum and Housing Task and Finish Group to look at Regulatory Standards

## Focus Groups

### Purpose

These are small gatherings of between six or twelve residents and are usually one-off sessions designed to gather information on one or more issues. Focus Groups form a key part of service improvements and external inspections, which look at improving specific aspects of the housing service.

### Outcomes

- At the start of the year a Focus Group looked at the Damp and Mould Conditions Report to help review and revise content.

## Tenant Led Community Panels

### Purpose

Community Panels offer an opportunity for local residents to meet to discuss local neighbourhood issues, identify areas of concern, agree priorities and service improvements and organise community activities. Each Community Panel has an allocated pot of money to achieve environmental improvements to local areas. Suggestions and ideas for improvements are shared and agreed during the meetings and an environmental improvement bid may be submitted by the Community Panel.

### Outcomes

During the pandemic, there were no face-to-face meetings resulting in a difficulty to engage. Community Panels have not recovered from this period and its proved difficult to generate interest and to recommence meetings with panel members. We continue to work proactively to encourage tenants to become more involved through various communication channels for example, tenants meetings, tenants newsletters, leaflets, and the Councils website.

#### Arley Community Panel meeting date 8<sup>th</sup> August 2023

- Improved neighbourhoods resulting from Community Panels
- Local issues can be discussed as a group.
- Areas of concern identified can be actioned.
- Environmental improvements enhance the appearance of the neighbourhood and bring a sense of pride to local people.

## Informal Local Tenants Meetings

### Purpose

Tenants' Meetings are informal meetings giving tenants an opportunity to meet with staff and Councillors. Any concerns or local issues can be reported during the meeting and actioned accordingly giving a proactive response. Our aim is to provide an effective customer service, and by tenants sharing their views and suggestions with us, provides feedback for us to make improvements to our service delivery. It is also valuable to learn when we get things right by tenants letting us know. We promote tenant involvement during the meeting and provide information on the various tenant involvement activities that are available.

Meeting areas and dates:

Ansley Village 5<sup>th</sup> July 2023

Water Orton 4<sup>th</sup> August 2023

New Arley 9<sup>th</sup> August 2023

Baddesley Upper 6<sup>th</sup> September 2023

Kingsbury 27<sup>th</sup> September 2023  
Polesworth East 8<sup>th</sup> November 2023  
Polesworth West 8<sup>th</sup> November 2023  
Dordon 22<sup>nd</sup> November 2023  
Wood End 29<sup>th</sup> November 2023  
Hartshill 7<sup>th</sup> February 2024  
Old Arley 28<sup>th</sup> February 2024  
Fillongley 13<sup>th</sup> March 2024

### **Outcomes**

- Issues raised have resulted in some similar themes and trends across different areas of the Borough. These include external maintenance work to communal areas such as painting of facias and soffits, blocked and broken guttering, overgrown garden beds and trees, untreated moss on roofs and pathways and uneven pathways.
- Improves communication – the Council is able to inform tenants of future work proposals, service standards and provide tenant literature such as information leaflets and newsletters. Tenants are able to raise issues that are important to them and find out more about how the housing service operates and what to do if they need to contact us, make a complaint or compliment.
- Meetings held to identify and action local issues for example, Anti-Social Behaviour, Communal Gardens and bin store areas, items being left in communal areas. Tenants are able to raise repairs where these have been reported to the Council but not actioned or the tenant is not satisfied with the work. A record of the issues raised at the meetings is retained by the Council including any actions taken.

### **Training and Information Sessions**

#### **Purpose**

Training and information sessions are offered to members of the Borough Wide Tenants' Forum and Community Panels to share information and to gain a better understanding on chosen topics.

#### **Outcomes**

- A workshop for the Borough Wide Tenants Forum members is being arranged. The workshop 'Finding your silent voices' will be delivered by Tenant Partnership Advisory Service (Tpas)  
The training will help to identify tenants who are not contacting the Council and to consider options for identifying and engaging with them. The workshop will help to understand the background of silent voices, the different reasons why people are silent and the best way to engage.

- Tpas held their Scrutiny Conference on 4<sup>th</sup> October 2023 in Loughborough. This was attended by one member of the Borough Wide Tenants Forum, to gather information, and to understand and learn from other tenants through discussion.
- Tpas scrutiny week 2<sup>nd</sup> to 6<sup>th</sup> October offered free webinars to tenants. This training opportunity was relayed to Borough Wide Tenants Forum members during their meeting in September.

A member of the Borough Wide Tenants Forum has been involved in a variety of training events including the Housing Ombudsman Conference all day event in Birmingham on 31<sup>st</sup> October 2023, the conference was entitled Member Responsible for Complaints. The same tenant has been involved with the Housing Ombudsman monthly drop-in sessions on complaints handling code which commenced in May through until March and Housing Ombudsman spotlight reports on:

Lessons learned from Rochdale Borough Wide Housing Report and Knowledge & Information Management Report.

Other training includes Chartered Institute of Housing events, Tpas events and webinars and 4 million homes events.

## Telephone Surveys, Tenant Surveys and Questionnaires

### Purpose

Surveys are to obtain feed-back and gain views and comments from tenants on housing services. This enables tenants to have their say on the services provided.

### Outcomes

- Results from surveys and questionnaires are communicated back to tenants through the Annual Report and feedback is used to understand the perception of tenants with the delivery of housing services.
- A satisfaction survey was mailed to a percentage of tenants in December 2023 to obtain their feedback on services.
- Tenancy visits are undertaken by the Tenancy Services Officers to carry out an inspection of the property and to obtain information and feedback about their tenancy and condition of their home.
- Stock condition surveys for decent homes data continue to be carried out. Data gathered and feedback obtained during the visit will determine future programs of work.

## Planned Maintenance and Improvement Consultations

### Purpose

Consultations are arranged to provide information and to obtain feedback on specific subjects. They provide an opportunity to listen to tenants and leaseholders and obtain their views.



## **Outcomes**

- Major improvement work has been carried out by our contractor WATES Living. Various consultation meetings have been arranged both prior to and during the work to keep tenants informed on the planned work and to offer an up-to-date progress report.
- The consultations provide information and discussion on improvement works to the flats giving an opportunity for the contractor carrying out the work to be introduced to tenants.
- Question and concerns can be addressed during the consultation.

### Meeting dates

Drayton Court 14<sup>th</sup> April 2023

Drayton Court 9<sup>th</sup> June 2023

Abbey Green 26<sup>th</sup> January 2024

## **Newsletter & Information Leaflets**

### **Tenants Link Newsletter**

#### **Purpose**

The newsletter is produced to provide information to tenants on Housing Services, work of the Borough Wide Tenants' Forum and good news stories.

## **Outcomes**

- Newsletters provide advice to tenants on important issues, service performance and changes in service delivery, it also informs on key issues.
- Involves tenants in design and content.
- Tenants are encouraged to contribute their ideas and good news stories.
- Involves tenants to enter competitions
- Feedback on the newsletter during tenants meetings was that the newsletter is beneficial and helps to keep tenants informed.

## **Tenant Involvement Leaflet**

#### **Purpose**

In addition to the Tenant Partnership Agreement, a summary leaflet of involvement activities is being produced to provide a variety of involvement options available to tenants.

## **Outcomes**

- Encourages more tenants to become involved.
- Provides an illustrated chart of involvement activities.

## Tenants Welcome Pack Folder

### Purpose

A folder has been introduced to hold and contain all information leaflets to hand out to new tenants at the start of their tenancy.

### Outcomes

- All information leaflets can be kept together to refer to throughout the tenancy.

## Tenants Handbook

### Purpose

The tenant's handbook provides important information to tenants at the start of their tenancy from moving in to moving on.

### Outcomes

- Redesign of the Tenants Handbook 2023
- It sets out rights and responsibilities as a tenant and what to expect from the landlord.
- It provides useful contact details.

## Advice about Fire Safety in Flats Leaflet

### Purpose

The Council has a responsibility to ensure that the structure of buildings and communal areas within them meet the fire safety requirements. Fire risk assessments identify and put in place all measures to reduce the risk of a fire starting, quickly spreading, or producing lots of smoke that will put lives in danger.

### Outcomes

- The leaflet provides information and advice to tenants living in flats.
- Safety information on communal areas is provided on good housekeeping, store cupboards, mobility scooters, and no smoking policy.
- Safety information for flats is included, smoke alarms, electrical appliances, and fire doors.

## Maintenance to Properties

### Purpose

The Council is responsible for the structure fabric and fixtures and fittings of the property and will prioritise works according to their urgency. The leaflet provides a guide to timescales for addressing different repair work, some of which is carried out as part of planned maintenance programs.

## **Outcomes**

- The leaflet has been reviewed and revised in 2024
- The leaflet identifies responsibilities of the tenant and those of the landlord for internal and external repairs.
- Provides information and safety advice on asbestos.
- Provides information on how to report damp and mould in properties or repairs that could contribute or cause damp and mould.

## **Housing Management & Maintenance Service Standards**

### **Purpose**

The standard of service you can expect to receive from the Council as a landlord including the allocation of properties as well as management and maintenance. The standards meet national requirements set out by Government. Included are local commitments which are particular to North Warwickshire.

## **Outcomes**

- The leaflet has been reviewed and revised in 2023
- The leaflet sets out the standard tenants can expect from the service
- Service promises and actions have been discussed and agreed with the Borough Wide Tenants Forum.

## **Annual Report**

### **Purpose**

Every year the Council publishes performance information about the Landlord services it provides for its tenants over the financial year.

## **Outcomes**

- Provides information on performance and spending
- Results from surveys and questionnaires are communicated back to tenants through the Annual Report

## **Communal room activities**

### **Purpose**

We encourage the use of communal rooms across the borough. There are 22 rooms offering activities that are organised and run by tenants. Communal rooms are mainly for the use of the sheltered scheme tenants who organise a wide range of activities including coffee mornings, social evenings, indoor bowls, prize bingo, craft club and history group. Communal rooms are also used by sheltered scheme tenants for special occasions to celebrate with family and friends.

In certain circumstances communal rooms may be hired out to external organisations for a fee. This is providing the activity of the organisation is appropriate to a sheltered scheme.

## **Outcomes**

- Communities came together in May in a weekend of celebrations to mark the coronation of King Charles 111. Celebrations and activities were held in communal rooms to mark the special occasion.
- In September, sheltered scheme tenants hosted coffee mornings raising funds for Macmillan. Cakes and coffees were on sale, and everyone enjoyed friendly conversation and company in aid of a great cause.
- New groups have been set up offering a variety of new activities increasing the use of communal rooms. Hudson Avenue communal room provides a comfortable and convenient venue for Coleshill Parkinson Café. There have been new craft & chat groups in Polesworth and Grendon offering a variety of crafting techniques. Other new groups include scrabble, history, exercise, art and language.
- Community activities offer an opportunity to meet with neighbours for company and a friendly chat in a pleasant and comfortable environment.
- Improves community cohesion and community spirit.
- Helps to build good neighbour relations.

