



North Warwickshire
Borough Council



TENANT INVOLVEMENT 2019/20

Outcomes Report

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 2019/20. Council tenants and leaseholders can make a real difference by getting involved and are offered various involvement options.

Tenant Involvement

North Warwickshire Borough Council is committed to listening to the views of their tenants in how services are delivered. Tenant involvement 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 the effect that tenant involvement has had and the difference it makes to services provided by the Council.

This 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 BWTF

Purpose

The Borough Wide Tenants Forum, established in 1999, is an independent group of people who 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. Members may also be involved in Community Panels in their local areas.

They will:

- Review and monitor the Tenant Partnership Agreement and action plan
- Participate in the information of new policies and service standards
- Monitor and oversee tenant scrutiny activities
- Participate in service reviews
- Participate in tenant inspection programmes
- Monitor the Tenant Participation Budget

Outcomes

- Developing the Tenant Partnership Agreement and Tenants Forum Forward Work Plan 2019/20
- Agreeing criteria for the summer garden competition and choosing winning entries
- Looking over the tenant participation budget updates and quarterly performance figures
- Reviewing the Asset Management Plan
- Contributing to the Tenants Link Newsletter
- Attending the Tenant Partnership Advisory Service (Tpas) conference and members event to understand and learn from tenants in other areas

The Borough Wide Tenants Forum held their Annual General Meeting and were joined for the event by Community Panel members. Guest speaker from Warwickshire Fire and Rescue gave a presentation on fire safety and arson awareness.



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. A wide range of activities are on offer including coffee mornings, social evenings, indoor bowls, prize bingo, craft club and history group.

Communal rooms are also hired out at a fee for a variety of activities for the local community.

Special occasions are celebrated in the communal rooms with family and friends.

Outcomes

- Community activities offer an opportunity to meet with neighbours for company and a friendly chat in a pleasant and comfortable environment
- Improves community cohesion/community spirit
- Builds good neighbour relations

Tenants Scrutiny Panel

Purpose

A Tenant Scrutiny Group 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. Recommendations that are implemented as a result of the report will improve performance and accountability of the selected service area and also improve customer satisfaction.

Outcomes

- Scrutiny Group attended a training session to review the Terms of Reference, Code of Conduct and Access to Information Protocol.
- Scrutiny Group are yet to decide on what projects will be prioritised for scrutiny
- Scrutiny improves performance and accountability



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 is submitted by the Community Panel.

There are seven Community Panels across the borough. These are active at Alder and Heather Court, Atherstone, Hartshill, Kingsbury, Mancetter, Old Arley, Polesworth and Water Orton.

Outcomes

- Improved neighbourhoods resulting from Community Panels
- Areas of concern identified during Community Panel meetings can be actioned, making a big difference to local areas
- Environmental improvements enhance the appearance of the neighbourhood bringing a sense of pride to local people and encourage community cohesion
- Local issues can be discussed as a group
- Some Panels have improved their local area after making a successful improvement bid, for example, benches and replenishing flowerpots and troughs

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

- During 2019, members of the Borough Wide Tenants Forum attended the Tenant Partnership Advisory Service (TPAS) Annual Conference and a Members' Event, to gather information and to understand and learn from tenants in other areas



Local Tenants Meetings

Purpose

Tenants' Meetings are held in areas where Community Panels do not exist. They 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. Environmental improvements can also be discussed to obtain tenants' comments, feedback and suggestions. Various issues have been highlighted during Tenants Meetings including overgrown shrubbery and overhanging trees, damaged street furniture, blocked drains, road signage, uneven footpaths, misuse of bin stores, referrals, parking issues, queries relating to replacement fascia and guttering, external painting and kitchen and bathroom replacements.

Outcomes

- 14 tenants meetings have been held to identify and action local issues
- There has been a proactive response to issues raised at local meetings
- An informal meeting with tenants and staff improves communication
- Provides information and offers customer feedback
- Promotes Tenant Involvement
- Improves community cohesion and community spirit

Telephone Surveys

Purpose

Telephone surveys obtain feed-back from tenants on their experience with the lettings service and complaints procedure.

Outcomes

- Information gathered from the telephone surveys is recorded to monitor the lettings service
- Complaints also continue to be monitored to obtain feedback.



Tenant Surveys & Questionnaires

Purpose

Surveys and questionnaires are to obtain feedback 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
- New 'tenant settling in visit surveys' are conducted four weeks after the tenant has moved into a property. These are carried out to gain feedback enabling us to improve future service delivery that is provided by the Housing Division.
- The Borough Wide Tenants Forum has assisted with reviewing the anti-social behaviour/nuisance closure survey. This is used to gain feedback about the service after their case has been closed.
- Tenancy visits are undertaken by the Tenancy Services Officers to carry out an inspection of the property and to obtain information and feedback from tenants about their tenancy and condition of their home.

Tenants Link Newsletter

Purpose

Newsletters are produced twice a year to keep tenants informed on Housing Services. Information in the newsletter focuses on work of the Borough Wide Tenants Forum and includes community projects 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
- Tenant involvement is publicised in the newsletter and offers an opportunity to encourage more tenants to become involved
- Involves tenants in the design and content of the newsletter
- Tenants are encouraged to contribute their ideas and good news stories
- There were 95 entries into the newsletter competitions



Tenant Consultations

Purpose

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

Outcomes

- A consultation was carried out with tenants living in flats at Alder & Heather Court, Atherstone. Officers were available to discuss the next stage of the improvement work to replace internal soil and vent pipes. It gave an opportunity to deal with any issues or concerns tenants may have and to obtain tenants co-operation for access into their homes allowing for works to run smoothly.
- A drop-in consultation was carried out at the Orchard, Baxterley. Officers and tenants were given the opportunity to view air source heat pumps. The consultation allowed for comments and discussion on the system that is under consideration for areas where there is currently no mains gas supply
- A consultation process was carried out with tenants living in flats at Long Street and Church Road, Dordon. This provided information and discussion on improvement work to the flats. It gave an opportunity for the contractor carrying out the improvement works to be introduced to tenants.
- A consultation was carried out with tenants living in flats at Monument View, Polesworth, to advise on improvement works to the blocks of flats.

Annual Report

Purpose

An Annual Report is produced to inform tenants about the Housing Division's performance in delivery of its service over the financial year.

Outcomes

- The Annual Reports feedback is used to understand the perception of tenants with the delivery of housing services



Task and Finish Groups

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

- Reviewing key performance data reports for the housing service including complaints and compliments, feeding back the customer experience and making suggestions for improvement
- Reviewing the Council's housing service standards in light of the housing regulatory standards
- Reviewing the maintenance to properties information
- Reviewing the anti-social behaviour and nuisance policy & procedures and related customer information

Garden Competition

Purpose

The garden competition encourages tenants to take a pride in where they live. Keeping their gardens neat and tidy gives a positive contribution to the community. There are five categories that may be entered including a vegetable garden to promote healthy eating and lifestyle. There's also a young gardener category to encourage the younger generation to use their imagination and enjoy the activity.

Outcomes

- Entering the garden competition can bring a sense of pride and achievement
- Displaying an attractive garden may encourage others to do the same
- Enhances the appearance of the neighbourhood
- Involving younger tenants by including a younger persons category



Some of the 2019 Garden Competition entries and winners



