



# Tenant Involvement Policy

**Reviewed:** October 2018

**Next Review:** October 2021

**Approved by:**

**Board:**

**Responsibility:**

**Housing Services Manager**

## 1. Introduction

The purpose of this document is to present St Peter's approach to tenant involvement and sets out how we aim to achieve this.

Our mission is to provide good quality housing and responsive services at St Peter's and the surrounding area. We, where possible, assist and work with the local community in providing services that will enhance and improve the quality of life for all.

One of St Peter's primary aims is to ensure that tenants have a direct influence in the management of their homes and surrounding area. This policy is intended to support our mission and this aim.

## 2. Policy Statement

We believe that involving tenants and ensuring they are placed at the heart of everything we do helps us to deliver our mission and is critical to the success of the business by ensuring that we are developing and delivering services that meet tenants needs and deliver value for money.

### **3. Regulatory Framework**

This policy operates within The Regulatory Framework for Social Housing in England from April 2010.

The main relevant standard is outlined below:

#### **The Tenant Involvement and Empowerment Standard**

The required outcomes of this standard include:

Customer service, choice and complaints;

- Provide choices, information and communication which is appropriate to the diverse needs of tenants

Involvement and empowerment;

- Ensure tenants are given a wide range of opportunities to influence and be involved in:
  - The formulation of housing related policies & strategic priorities
  - The making of decisions of how housing related services are delivered, including setting service standards
  - The scrutiny of landlord's performance and how performance may be improved
  - Agreeing local offers for service delivery

Understanding and responding to the diverse needs of tenants

- Providers shall:
  - Treat all tenants with fairness and respect
  - Demonstrate they understand the different needs of their tenants, including tenants with additional support needs

### **4. Policy Delivery**

We aim to meet St Peters mission and the Tenant Involvement and Empowerment Standard by:

- Having a service delivery culture that puts tenant involvement at the heart of what we do, giving tenants opportunities to influence the design and delivery of services that affect them.
- Providing services wherever possible that meet the different needs that customers may have.
- Completing annual surveys and analysing the results to identify for service improvements

- Using other ongoing methods of feedback such as complaints, one to one discussions and consultation exercises
- Offering the opportunity for tenants to become board members if they can demonstrate the required skills, knowledge and experience
- Enabling tenants to scrutinise performance by supporting a Tenant Scrutiny Panel
- Involving scrutiny panel members and other tenants in communications with other tenants e.g. contributing to newsletters
- Offering all tenants the opportunity to contribute positively to the work of the organisation and the community it serves through shareholding membership
- Effectively communicating and providing relevant information to tenants through various channels to meet the different needs of tenants.
- Ensuring that tenants have access to opportunities to get involved and taking active steps to engage with under-represented groups.
- Creating opportunities for St Peter's tenants to participate fully in their wider neighbourhood/community
- Ensuring that resources, support and learning opportunities are put in place to enable tenants to engage effectively and empowers them to build their skills and confidence.
- Providing suitable learning opportunities and support for all staff to ensure that they can confidently and positively engage with tenants

## **5. Implementation & Monitoring**

This policy will be implemented through all day to day activity at St Peter's.

All team meetings will include a standard agenda item to discuss tenant feedback and plan communication.

All service policy reviews will be scrutinised to ensure that tenants have been consulted where appropriate.

Reports to Board will detail tenant inclusion implications so that Board are clear on the impact of policies and decision making on tenants.

Performance monitoring will include tenant satisfaction performance indicators.

Board will receive regular reports on Scrutiny Panel activity.