

**PROTECT - COMMERCIAL**

**RESIDENT INVOLVEMENT STRATEGY ACTION PLAN 2016/17 BASED ON HOMES AND COMMUNITIES AGENCY (HCA) TENANT INVOLVEMENT AND EMPOWERMENT STANDARDS (2012)**

HCA REQUIRED OUTCOMES	Current position	Responsible Officer & timescale	Action Required	
			Comply	Part Comply
<p><b>1.1 Customer service, choice and complaints:</b> Registered providers shall:-</p> <ul style="list-style-type: none"> <li>(a) Provide choices, information and communication that is appropriate to the diverse needs of their tenants in the delivery of all standards.</li> <li>(b) Have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly.</li> </ul>	<ul style="list-style-type: none"> <li>a) Range of information available via customer contact centre (telephone), website, newsletters, leaflets, handbooks. Translation service, large print and speaking versions available for main items/information. Dedicated Housing Facebook &amp; E-say group being developed.</li> <li>b) Complaints procedure clear and advertised on our website and via leaflets. Complaints can be made by phone, in writing or on-line.</li> </ul>	<p>RI/policy officer - April 2017</p> <p>RI project officer – December 2016</p>	<p>Tenants Handbook being redrafted after feedback from TPG/staff</p> <p>Develop fully functioning Housing Facebook page</p> <p>Compile database for E-say group and trial.</p>	
<p><b>1.2 Involvement and Empowerment:</b> Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in:-</p> <ul style="list-style-type: none"> <li>a) The formulation of their landlord's housing related policies and strategic priorities.</li> <li>b) The making of decisions about how housing related services are delivered, including the setting of service standards.</li> <li>c) The scrutiny of their landlords performance and the making of recommendations about how their performance might be improved</li> </ul>	<ul style="list-style-type: none"> <li>a) Through Forums, TPG meetings, tenant representatives attending contract review meetings with major contractors, being involved with tendering for existing contracts and new works, attending Housing Portfolio Holder meetings.</li> <li>b) As in a) plus carrying out service scrutiny reviews and attending workshops and inputting to the annual report.</li> <li>c) Via TPG considering annual performance information, complaints etc and tenant led scrutiny projects leading to recommendations/service improvements.</li> </ul>		<p>Second quarter 2016 residents involved in HRA service review and benchmarking project led by Housemark awaiting report. (Affordable homes service plan 2016/17 P6)</p> <p>Currently undertaking third major tenant led service scrutiny review</p>	

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<ul style="list-style-type: none"> <li>d) The management of their home where applicable.</li> <li>e) The management of repair and maintenance services, such as commissioning and undertaking a range of repair tasks, as agreed with landlords and the sharing in savings made.</li> <li>f) Agreeing local offers for service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>d) See Strategy Sec. 3.5 – Menu of opportunities currently in use.</li> <li>e) TPG representation at repairs contract review meetings and involved in tendering of existing and new contracts. First quarter 2016 TPG reps involved in retender for heating servicing/repair contract and new tender for external wall insulation.</li> <li>f) Housing draft policies reviewed through TPG and Housing Portfolio holder meetings. Service standards developed through tenant led scrutiny reviews and relevant forums.</li> </ul>	<p>Scrutiny panel/RI staff Feb 2017</p>	<p>Jun 2016 to Jan 2017. Report to TPG/senior officers/housing portfolio holder Feb 2017.</p>	
<p><b>1.3 Understanding and responding to the diverse needs of tenants:</b> Registered providers shall:-</p> <ul style="list-style-type: none"> <li>a) Treat all tenants with fairness and respect.</li> <li>b) Demonstrate that they understand the different needs of their tenants, including in relation to the equality strands and tenants with additional support needs.</li> </ul>	<ul style="list-style-type: none"> <li>a) See Strategy Sec. 2 Our vision and values for Housing and Corporate Aims.</li> <li>b) Knowledgeable and experienced housing management team including patch based neighbourhood support staff and visiting support officers. Equal opportunities statement outlined in Tenants Handbook. First quarter 2016 restructured housing management service strengthening neighbourhood support team and closer working between housing, neighbourhood support and sheltered and support team.</li> </ul>	<p>Housing strategy team - March 2017</p>	<p>Affordable homes service plan 2016/17 P3. Tenant profiling project. Undertake a tenant audit of all current tenants in order to obtain robust and up to date information on the profile of our tenants to help mitigate any negative impacts – in particular impact of new legislation such as pay to stay.</p>	

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HCA SPECIFIC EXPECTATIONS		Responsible Officer & timescale	Action Required	
			Comply	Part Comply
<b>2.1 Customer service, choice and complaints:</b> 2.1.1 Registered providers shall provide tenants with accessible, relevant and timely information about:- <ul style="list-style-type: none"> <li>a) How tenants can access services.</li> <li>b) The standards of housing services tenants can expect.</li> <li>c) How we are performing against those standards.</li> <li>d) The service choices available to tenants, including any additional costs that are relevant to specific choices.</li> <li>e) Progress of any repair works.</li> <li>f) How tenants can communicate with them and provide feedback.</li> <li>g) The responsibilities of the tenant and provider</li> <li>h) Arrangement for tenant involvement and scrutiny.</li> </ul>	<ul style="list-style-type: none"> <li>a) Services outlined in Tenant’s Handbook and on website and in service specific leaflets.</li> <li>b) Service standards set out in Tenants Handbook given to all new tenants and on website.</li> <li>c) Customer satisfaction surveys, newsletters and annual report are used to publish this information and it is available on-line. TPG members input in to type of information, presentation of information as well as performance monitoring.</li> <li>d) Outlined in tenancy agreement, handbook and service specific leaflets. First quarter 2016 consulted with sheltered residents over lifeline replacing hardwired system.</li> <li>e) Tenant able to contact contractor direct and check on progress of work.</li> <li>f) Satisfaction survey carried out for each repair.</li> <li>g) Set out in tenants handbook and on-line.</li> <li>h) Through tenants handbook, newsletters, resident involvement specific leaflet and website.</li> </ul>	<p>RI team - on-going</p> <p>RI team – on-going</p>	<p>Tenants and Leaseholder magazine editorial panel made up mainly of TPG members plus RI staff. Published and distributed to all households in June &amp; December each year.</p> <p>Mystery shopping/telephone surveys carried out by TPG members quarterly to check repairs contractor satisfaction data.</p>	
2.1.2 Providers shall offer a range of ways for tenants to express a complaint and set out clear service standards for responding to complaints, including complaints about performance against the standards, and details of what to do if they are unhappy with the outcome of a complaint. Registered providers shall publish information about complaints each year,	Complaints procedure advertised available via leaflet and website. Three stage process with the third stage being external Ombudsman. All stages have clear acknowledgement and reply timescales and set out what customers can expect at each stage. Tenants are encouraged to use designated persons such as local politicians to support them if needed.			

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<p>including their number and nature, and the outcome of the complaints. Providers shall accept complaints made by advocates authorised to act on a tenant's behalf.</p>	<p>Complaints information is published in the annual report broken down in to service areas and this information is monitored quarterly at TPG and fed back to service managers.</p>			
<p><b>2.2 Involvement and empowerment:</b> 2.2.1 Registered providers shall support their tenants to develop and implement opportunities for involvement and empowerment, including by:-</p> <ul style="list-style-type: none"> <li>a) Supporting their tenants to exercise their right to manage or otherwise exercise housing management functions, where appropriate</li> <li>b) Supporting the formation and activities of tenant panels or equivalent groups and responding in a constructive and timely manner to them.</li> <li>c) The provision of timely and relevant performance information to support effective scrutiny by tenants of their landlord's performance in a form which registered providers seek to agree with their tenants. Such provision must include the publication of an annual report which should include information on repair and maintenance budgets.</li> <li>d) Providing support to tenants to build their capacity to be more effectively involved.</li> </ul>	<ul style="list-style-type: none"> <li>a) Elected TPG members are involved in contract review meetings and re-tendering of existing contracts and for new services. TPG members involved in: 2015/16 Grounds Maintenance service re-tender. First quarter 2016/17 – Resident led scrutiny support tender, external wall insulation tender and heating servicing &amp; maintenance contract re-tender.</li> <li>b) We support TPG, Leaseholder and Sheltered Forums as well as other less formal residents groups. The main three forums are now largely self supporting with elected Officers (residents) running the meetings. Training and support has been provided to support this development.</li> <li>c) Resident led scrutiny panel consider performance information when considering what services to review. TPG receive reports on performance and complaints benchmarked against other providers. First quarter 2016/17 TPG working group looked at what information should be reported in the Newsletter regarding annual performance data. Annual report on housing service is published including information on repairs and capital works.</li> <li>d) Various training courses provided to TPG members to build capacity. Evidenced by TPG and forums becoming self supporting and four TPG members</li> </ul>	<p>RI team March 2017</p> <p>RI Team current and on-going</p>	<p>Need to work with TPG through recently published Tpas new Tenant Engagement Standards to ensure SCDC are complying with latest industry best practice.</p> <p>Regular IT training courses offered to TPG members and looking to open up to all tenants. First quarter 2016/17 Signed up to 'learn my way' – free on-line IT training available.</p>	

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	<p>giving a presentation at a Tpas conference in Peterborough April 2016.</p> <p>Last quarter 2015/16 and first quarter 2016/17 'Chairing a meeting' training and 'Getting the best out of resident scrutiny' training provided to TPG members by external consultants (Tpas).</p>	RI project officer current and on-going	Recommissioned PC's placed in all 41 sheltered communal rooms across district and looking to promote, support and help train digital champions.	
2.2.2 Registered providers shall consult with tenants on the scope of local offers for service delivery. This shall include how performance will be monitored, reported and scrutinised by tenants and arrangements for reviewing these on a periodic basis.	Consultation takes place with TPG members on all areas of service delivery. Performance information is reviewed by TPG members who also have an input in to the type and presentation of performance information published. Scrutiny team members take this in to account along with complaints data when considering what service reviews to carry out.	RI/Policy staff March 2017	More structured process for analysing complaints data needed when choosing service scrutiny reviews – Tpas supporting new procedure.	
2.2.3 Registered providers shall consult with tenants, setting out clearly the costs and benefits of relevant options, if they are proposing to change their landlord or when proposing a significant change in their management arrangements.	No significant changes proposed at present. SCDC Leader, Housing portfolio holder and Director of Housing attended TPG meetings Sept 16 and Oct16 to discuss devolution proposals, proposed government changes and current good practice/performance information.			
2.2.4 Registered providers shall consult tenants at least once every three years on the best way of involving tenants in the governance and scrutiny of the organisation's housing management service.	Consultation takes place via TPG members who attend Housing Portfolio Holder meetings and regularly meet with Heads of Service. Major tenant led scrutiny projects started in 2013/14. Resident Involvement workshop held Aug 2015 RI strategy and involvement preferences. Second quarter 2016 – Council Leader, Housing Portfolio Holder and Director of Housing attended TPG meetings.			
<b>2.3 Understanding and responding to diverse needs:</b> Registered providers shall demonstrate how they respond to tenants' needs in the way they provide services and communicate with tenants.	We work closely with elected TPG members and are starting to measure the outcomes from all our RI activity including resident led scrutiny work. Customer satisfaction surveys carried out regularly.	RI staff by March 2017	Need to further develop KPI's for performance on RI and publicise more widely to staff and residents.	