

Our approach to tenant involvement

Our Vision - To make it easy and inviting for tenants to get involved in shaping strategic decisions and improving services, through meaningful involvement and development of relevant tenant skills.

<p>What is the purpose of this plan?</p> <p>Our last tenant involvement strategy expired in 2015. We think that a new approach and vision was required.</p> <p>In 2018, we asked TPAS Cymru to review our approach to tenant involvement and how we can improve. Following engagement with our tenants and stakeholders we set out our four guiding principles:</p> <ol style="list-style-type: none"> 1. Improving Communities 2. Improving Services 3. Improving Accountability 4. Improving Resident Skills 	<p>What are our aims?</p> <p>Our approach has been developed by tenants utilising information from the TPAS Cymru consultation and has been supported by the Housing Services Advisory Panel. Supporting the aims of the strategy are three key improvement areas. These are:</p> <ul style="list-style-type: none"> • Involving tenants in improving services, providing value for money and ensuring transparency; • Developing a culture of tenant involvement so that all planning and decision making processes are open to tenant involvement; and • Increasing the involvement of tenants from under-represented groups. 	<p>What new things do we want to do?</p> <ul style="list-style-type: none"> • Evolve current structures to reflect increasing involvement from underrepresented groups; • Improve tenant feedback and what we do with the information; • Further use initiatives such as “Planning for Real” as a method of engagement and consultation on estate issues; • Increase the use of digital services to reach out to underrepresented groups or to those who do not want to attend meetings; • Consider a new “Challenge Panel” for tenants; • Introduce single issue meetings; • Support tenants through the introduction of Universal Credit; • Survey our tenants every three years (STAR Survey). 	<p>How will we communicate with our tenants?</p> <p>Community events – specific events will be increasingly used to engage with tenants to improve services. This method will be effective in broad consultation and engagement providing information which can be used by more formal groups for detailed discussion.</p> <p>Digital services will complement existing networks and groups with the aim to increase involvement from underrepresented groups. These new methods will engage different people in specific issues or services allowing us to gain a better understanding of people’s experiences.</p> <p>Digital and social media will be an increasingly utilised channel which can and will underpin all areas of tenant involvement.</p> <p>Estate Inspections where we can promote using social media. This will also be an opportunity to meet staff and local members.</p>	<p>What specific Tenant Groups do we want to develop?</p> <ul style="list-style-type: none"> • Young tenants – 18-25 including care leavers; • Older tenants – 55+; • Families; • Disabled tenants; and • BME & LGBTQ tenants.
<p>What can we offer you?</p> <ul style="list-style-type: none"> • Staff time; • CHS investment programmes; • Budget to support tenant involvement and communications; • Time Banking rewards for volunteering; and • Tenant Resource Centre’s and HUBs 	<p>What skills have we available and can offer?</p> <ul style="list-style-type: none"> • Committed and skilled tenants involved in current structures; • Staff experienced in tenant involvement; • The expertise to develop skills knowledge and confidence of tenants; • Broad based involvement in community activities through Time Banking; and • Strong existing structures in place. 	<p>What will we continue to support?</p> <ul style="list-style-type: none"> • Tenant Networks and local groups; • Community events; • Fuel Clubs; • Time Banking; • Tenant 2 Tenant newsletter; • Tenant 2 Tenant awards; • Estate walkabouts; and • Pride in your Patch initiatives to improve the environment. 		<p>What will be the outcomes for tenants?</p> <ul style="list-style-type: none"> • Tenants feeling better engaged in decision making and improving services; • Better satisfaction rates for our services; • Services being held to account for their performance by tenants; and • Better understanding the impact on what we spend for our tenants. • Information and campaigns on community safety issues e.g. financial safeguarding. • To foster community cohesion.
				<p>Who are our key partners, in addition to tenants?</p> <ul style="list-style-type: none"> • Local members; • Community Councils; • Local Housing Associations • Public Services Board; • Neighbouring local authorities; • TPAS Cymru; • Tai Pawb; • Chartered Institute of Housing Cymru; • Welsh Local Government Association (WLGA); and • Welsh Government;

