

Standard: Involvement and Empowerment

TSA Standard	How we meet the standard	Existing Commitments/standards
<ul style="list-style-type: none"> ✚ Offering all tenants a wide range of opportunities to be involved in the management of their housing, including the ability to influence strategic priorities, the formulation of housing-related policies and the delivery of housing-related services. ✚ Consulting with their tenants and acting reasonably in providing them with opportunities to agree local offers for service delivery. 	<ul style="list-style-type: none"> ✚ We have a Participation Policy and Strategy which clearly set out our commitment to participation and how we deliver on our commitment ✚ The Tenants Compact is a signed agreement between St. Leger Homes, Doncaster Council and tenants and other customers which sets out and commits the signatories to a wide range of ways of being involved. These include being a board/committee member, being part of a tenants and residents association and/or the parent body, the Standing Joint Committee of Tenants and Residents Associations. ✚ We have a Menu of Involvement which allows tenants and other customers to register their interest in being consulted. They can select topics of interest and choose from 	<p>Our commitments are -</p> <ul style="list-style-type: none"> ✚ We will aim to reach and include everyone ✚ We will involve people in decisions that matter to them ✚ We will seek views early, well before important decisions are made and at all key stages ✚ We will empower people to set standards, monitor them and challenge performance ✚ We will offer a range of ways to get involved so that people can readily influence the things that matter to them in a way that suits them ✚ We will actively promote opportunities for involvement and make sure people understand how to access them ✚ We will include tenants at every level of our governance structure including membership of our board ✚ We will encourage, support and help customers to form local groups by giving advice and assistance.

<ul style="list-style-type: none"> ✚ Providing tenants with a range of opportunities to influence how providers meet all the TSA's standards, and to scrutinise their performance against all standards and in the development of the annual report. ✚ Providing support to tenants to build their capacity to be more effectively involved. 	<p>focus groups, postal, telephone or electronic surveys.</p> <ul style="list-style-type: none"> ✚ We promote the Menu of Involvement in sign up packs and literature e.g. the Compact summary, Customer Profile Questionnaires and on the website. Customers from the Menu are then invited to help draw up and deliver local standards and to help us continue to deliver to the TSA standards in general. ✚ We have special interest groups – Disabled Focus Group, the Rural Focus Group, Doncaster Young Tenants Action Group and the Black Minority Ethnic (BME) Doncaster Settlers TARA. ✚ We have a tenant training programme, which includes e-learning. We have supported the BME Doncaster Settlers TARA to set-up social enterprise. ✚ Customers are involved in the production of all our strategies and policies, for example, in the 	<ul style="list-style-type: none"> ✚ We publish our bi-monthly customer newsletter, HouseProud to keep you informed of what we are doing. ✚ Our service standards are - ✚ Provide a Menu of Involvement so that tenants can be involved at whatever level or service area they wish. This will be updated yearly.
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	<p>development of the current Business Plan and Customer Access Strategy. We publish a “you said” we did section in our customer newsletter so that all tenants know where changes have been made as a result of customer consultation/views received.</p> <ul style="list-style-type: none">✚ We are in the process of setting up a tenant’s scrutiny panel and would expect this to have a key role in helping drive forward the delivery of the TSA standards and of local standards.✚ Through customer satisfaction testing and complaints, comments and compliments, customers have the opportunity to tell us what they think of our services and how we can improve.✚ Satisfaction with opportunities for participation is monitored as part of Status/mini status surveys and this shows good and rising levels of satisfaction. However, we have seen for the first time this year Black and Minority satisfaction fall. We will work	
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