



2022 - 2026



TENANT VOICE STRATEGY

St Leger Homes of Doncaster

Providing homes in neighbourhoods that people are proud to live in

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FOREWORD

Welcome to our new Tenant Voice Strategy. I hope you find it an interesting read – but more importantly, I hope it reassures you that St Leger Homes is totally committed to making sure that the views of our tenants are taken seriously and significantly influence our thinking and what we do in practice.

We are not here to generate a profit or produce dividends for shareholders; as a local authority owned housing company we exist to serve you; listening to your needs and doing our best to meet them is central to what we are about.



Dave Richmond - Chief Executive

As the Chief Executive, I am determined that St Leger Homes see our tenants as our first and most important priority. In part it was this mindset that helped my last employer to become the first organisation in the country to be awarded the Tenants Participation Advisory Service exemplar status in recognition of the organisations commitment to listening and acting upon tenants views. St Leger Homes will do just the same.

I have been impressed by the work that St Leger Homes do to ensure people feel safe and secure in their homes and how we engage with our tenants to seek out and consider ways to improve tenant engagement and the services that we deliver.

The best landlords engage well with their tenants and listen to them with respect and effective engagement is key to this. Tenant engagement and ensuring that there is a robust framework in place to allow all tenants to have a voice is fundamental to St Legers Homes and understanding what tenants need to help shape and improve services.

I am happy to be part of the delivery of the new Tenant Voice Strategy to enable St Leger Homes to improve the ways we ensure tenants are at the heart of what we do and that we embed tenant involvement across the whole organisation.

A handwritten signature in black ink that reads "Dave Richmond". The signature is written in a cursive style.

FOREWORD

Before joining the St Leger Board in November 2019, I worked for Doncaster Council for over 36 years, retiring as an Assistant Director. I now have the privilege of Chairing the Board of Directors. I am committed to driving St Leger Homes to be an organisation that provides the best possible services to its tenants and the people of Doncaster.

The Board of St Leger Homes is made up of 11 members, an independent Chair, three tenants, three independents, three Councillors and the Chief Executive and we all share the determination to do the best we can for our tenants.



The Government have recently issued a White Paper which stresses the importance of landlords responding to their tenants. Whilst the Board realises we can always improve, we have always been committed to consulting tenants, listening to their views and acting on what we hear. This strategy seeks to ensure we maintain this and that we become a trusted housing provider that treats all tenants with respect.

I am happy to welcome the Tenant Voice Strategy to ensure that the mechanisms that we have in place to capture the tenants voice is strengthened, to continue to provide homes in neighbourhoods that people are proud to live in and the Board plays a key part within this role.

Dave Wilkinson



INTRODUCTION TO THE STRATEGY

This Strategy has been refreshed to set out our plans over the next 5 years as to how you will have greater influence over the way in which decisions are taken about your homes and the services provided to you, as well how you are informed and equipped to scrutinise, challenge and hold us to account.

These plans have been designed to take into account what you have told us you expect in terms of how you are involved:

- To be involved and engaged using new, more convenient ways to keep in touch as well as the tried and tested methods
- To have a clear picture of what is happening across the organisation as well as in your local area and in their homes
- Have access to training to equip you to challenge and ask the right questions
- Being able to see the value of your contributions so more tenants can be involved, with fewer obstacles to doing so



"I have been involved for quite some time now. I find this invaluable as it not only allows me the right to voice my opinion but also helps me to have a better understanding of how the business operates"

Mo - Trip Member

We have pledged to deliver these ambitions through the Tenant Voice Model to Inform, Consult, Involve, and Collaborate and by delivering on 5 Key Commitments.

Tenants have been involved throughout the development of this Strategy and the views and aspirations expressed have been reflected in it. Particular regard has also been given to the Social Housing White Paper and also the Tpas National Tenant Engagement Standards.

St Leger Homes has a long track record of involving tenants in a variety of different ways to suit individuals, as well as tenants playing a key role in the Governance arrangements of St Leger Homes. But we don't intend to stand still and so this Strategy will evolve over time; building on the good work we already do with you. To ensure continuous development, the strategy will be reviewed at least every 3 years.

NATIONAL AND LOCAL CONTEXT

Involving you in how St Leger Homes is run and services are delivered makes good business sense - it helps us plan for the future by knowing what matters most to you and by listening, we improve satisfaction and reduce complaints.

Hearing the voices of tenants has always mattered, but never more so than in the aftermath of the Grenfell tragedy. This Strategy fully embraces and will be instrumental in delivering the principles of the Government's Social Housing White paper; ensuring that you are safe, listened to, live in good quality homes, and know what to do when things go wrong.



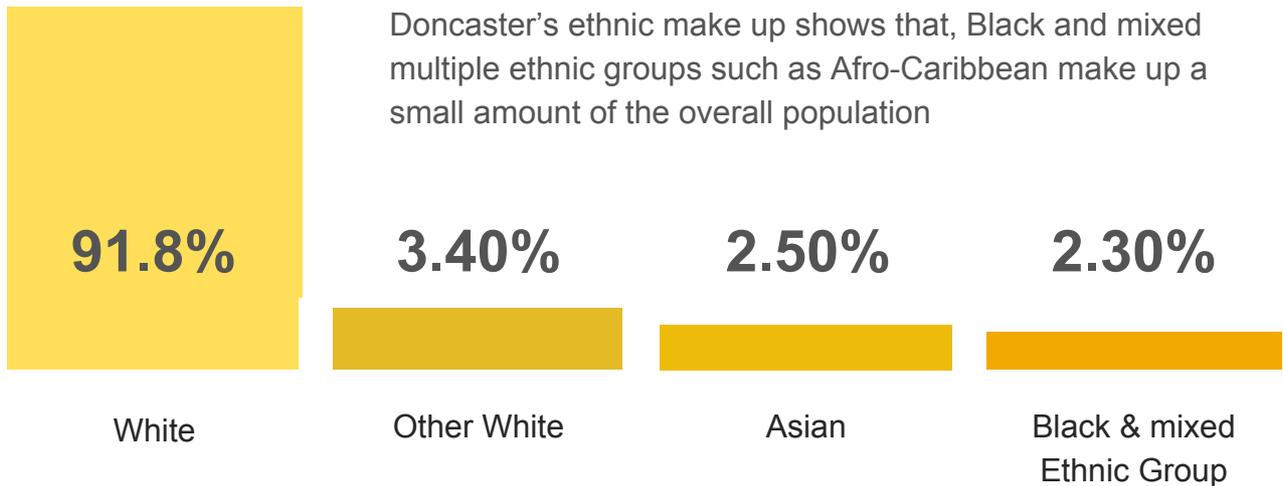
"I decided I wanted to play a bigger part and get involved, seeing things from a tenants point of view and expressing this whenever possible."

Betty - Chair TRIP

DONCASTER

Doncaster is located in the centre of South Yorkshire and with a population of 310,542 is the largest geographic metropolitan borough in England.

Ethnic Groups



Disability



62,108

A fifth of the population of Doncaster have a Disability

Age



23,000

The number of people aged 65 and over within Doncaster is due to increase by approximately 23,000 (40%) from 2017 to 2041

ST LEGER HOMES

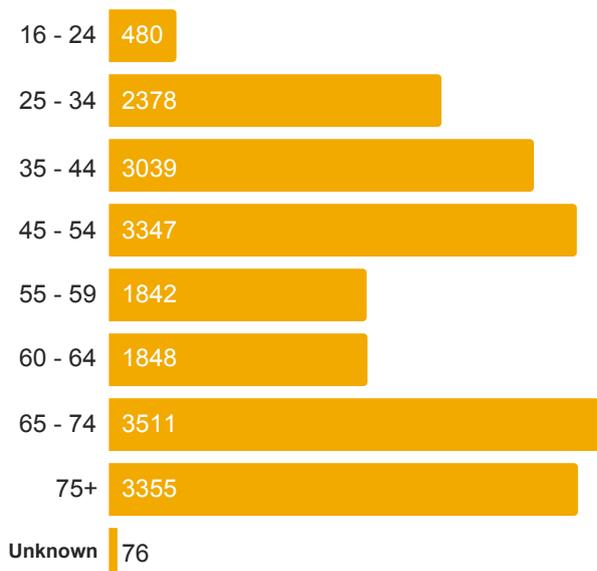
St Leger Homes is an Arm's Length Management Organisation (ALMO), established in 2005 to manage the Council's housing stock.

Managing a diverse portfolio of over 20,000 council homes, shops, community facilities, garages, Gypsy and Traveller sites, and other residential sites, we also manage properties on behalf of private sector landlords via our St Leger Lettings service.

St Leger Homes carries out all landlord operations as well as the Council's statutory homeless function and administering the Council's allocations policy and managing the Doncaster HomeChoice scheme, advertising Council, Housing Association (Registered Provider) and Private Rented homes.

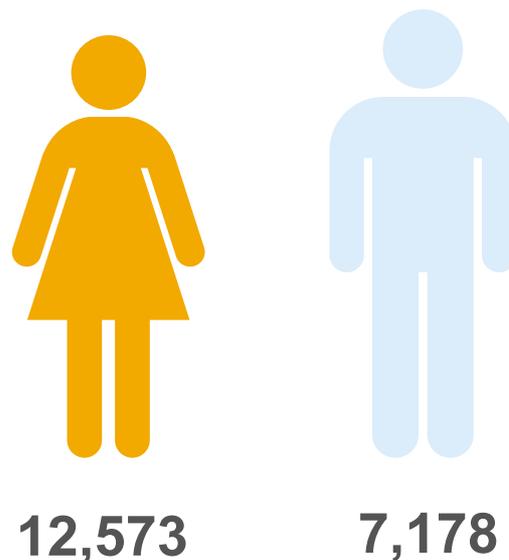
Our Board of Directors which includes three tenant representatives ensures that St Leger Homes is well managed and takes decisions that promote the long-term success of the company, our tenants and the local area.

Age



This diagram shows the age breakdown of tenants. More than a third of tenants are aged over 65 years and a further third aged 35-54. Just 2% of tenants are aged 18-24 and 44% are aged between 25 and 54 years.

Gender



Currently around two-thirds of tenants are female as shown above

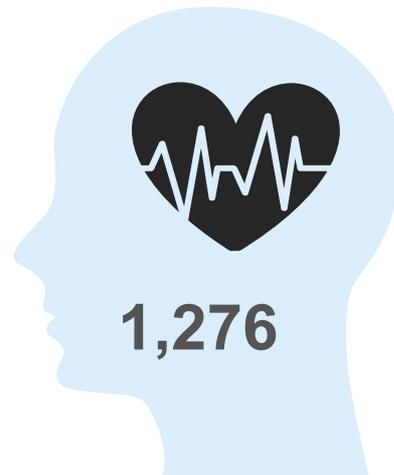
Ethnic Background

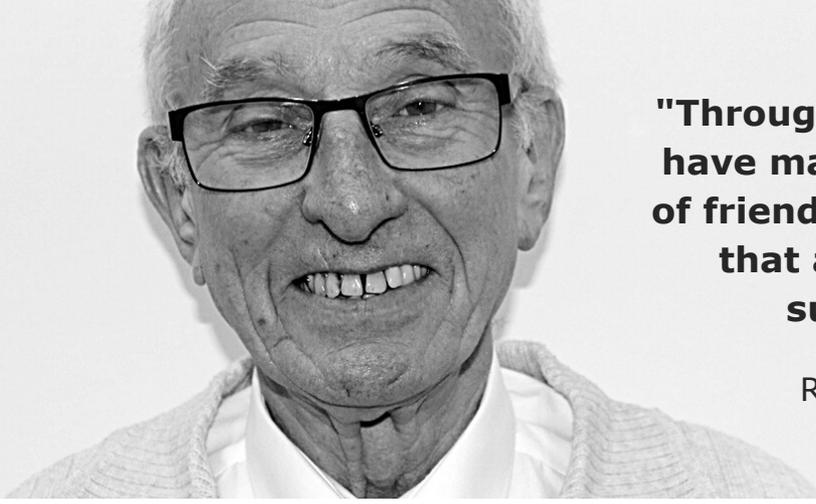
The profile data we currently hold shows that our tenant ethnic make up has changed slightly with an increase in White British from 16,105 and a decrease in BAME customers. There are still 2,536 tenants who declined to answer



Disabilities

The data we currently hold shows that around 23% of tenants told us they have a disability. Around 28% of the tenants who told us they have a disability, reported issues of mental ill-health.





"Through volunteering, I have made a great circle of friends and colleagues that act as a fantastic support network."

Ron - Secretary TRIP

STRATEGY OVERVIEW

WHY HAVE A STRATEGY?

A Strategy helps us plan and set goals and priorities to get us to where you want and expect us to be. It helps us stay focussed on what is important to you and sets our vision and the direction we need to take.

WHO IS THE STRATEGY FOR?

This Strategy is primarily for you - the tenant, as well as St Leger Home's Leaseholders, prospective customers, our stakeholders and staff.

As a tenant, your involvement must be front and centre to any service development or change from the start. For this to happen effectively, we will ensure that our staff are willing to listen, explain and engage you in all aspects of their work.

OUR SHARED VISION & KEY COMMITMENTS

Our vision is that you are well informed, involved in and actively influencing the services we provide and how we provide them to you, so that we become an organisation recognised for this.

To achieve this and deliver what tenants have told us they want, this Strategy makes 5 Key Commitments to:

- 1** Widen the opportunities for more of you to be able to be involved
- 2** Ensure you are at the centre of decision-making at every level; influencing services across the organisation
- 3** Support you to gain the knowledge, experience and confidence, so you feel your contribution has value and impact
- 4** Create a culture of mutual trust and transparency so that you can question and challenge effectively
- 5** Ensure the environment is right so that Involvement is everyone's business

LINKS TO OTHER STRATEGIES

This Strategy cuts across every level of the organisation and should be the starting point of any planned change or improvement.

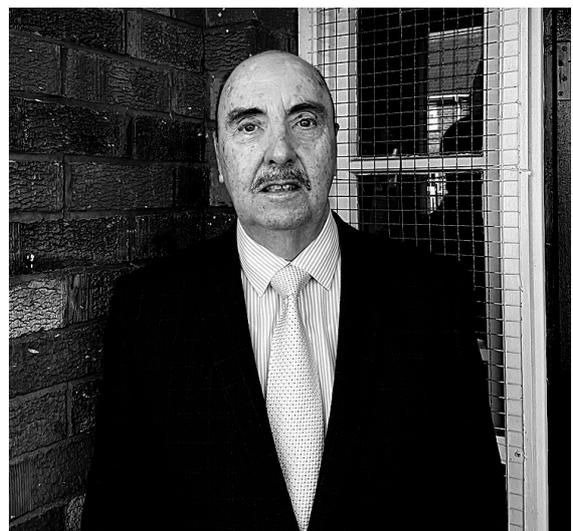
Only by actively seeking your views and listening will we make sound, well-reasoned decisions that sit well with you. It's the measure of a good business and will help us learn how to do things better, get it right first time, reduce complaints and increase the satisfaction levels you have in services provided by us.

Whilst this Strategy is fundamental to how we develop as an organisation by working with you, it is by no means the only measure of how our organisation is changing and improving. This Strategy is particularly supported by our Communications Strategy, Customer Access Strategy and Equality Strategy.

This Strategy also supports the objectives set out in our Corporate plan 2019-2024 to:

- Ensure all our homes are modern, decent and energy efficient
- Support our tenants to lead successful and fulfilling lives
- Be a nationally recognised housing services provider
- Deliver the aims of Doncaster Growing Together through innovation and partnership

This Strategy has also been significantly influenced by the aims of the Social Housing White Paper and the Tpas National Tenant Engagement Standards and framework to ensure that your voices and experiences are heard and understood to help us in providing safe, good quality homes and neighbourhoods and know how to tell us when we don't get it right.



"I wanted to be part of the changes and I knew you have to be in the meetings, not outside being critical and passing up the chances to make a difference."

Rodger - Vice Chair TRIP

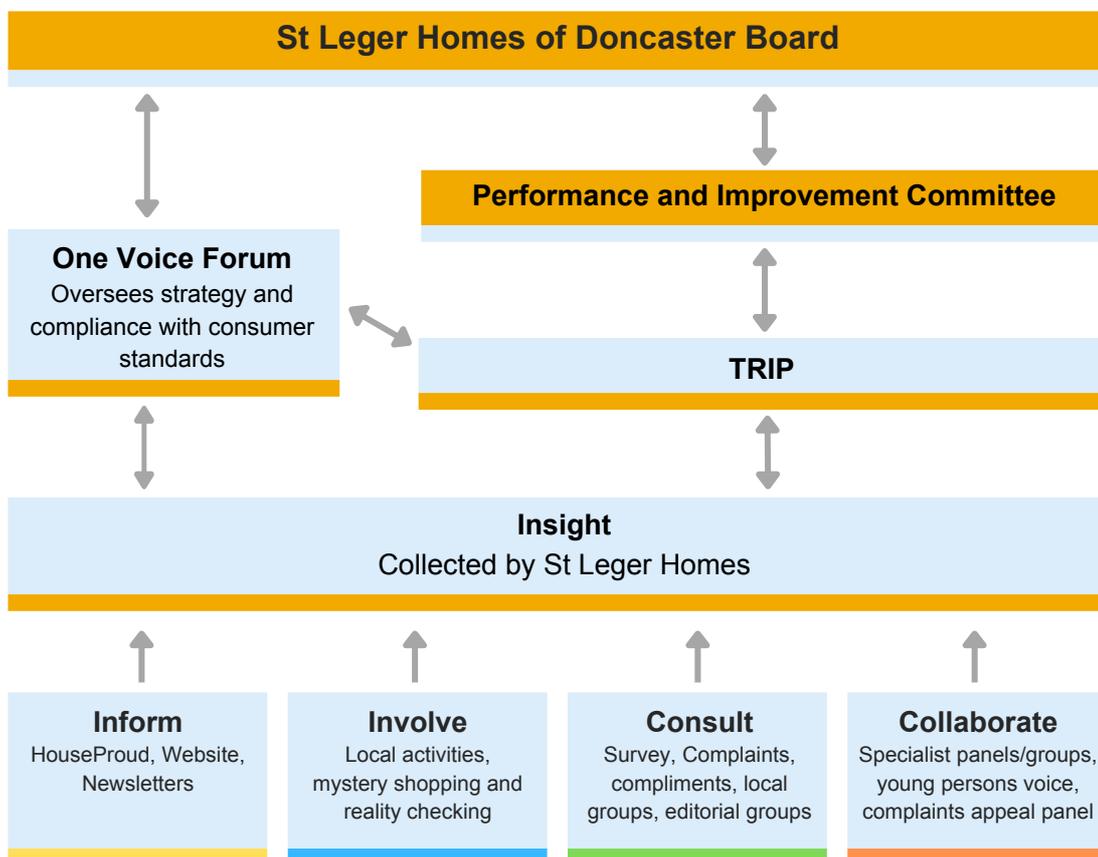


OUR TENANT VOICE MODEL

INFORM, INVOLVE, CONSULT, COLLABORATE

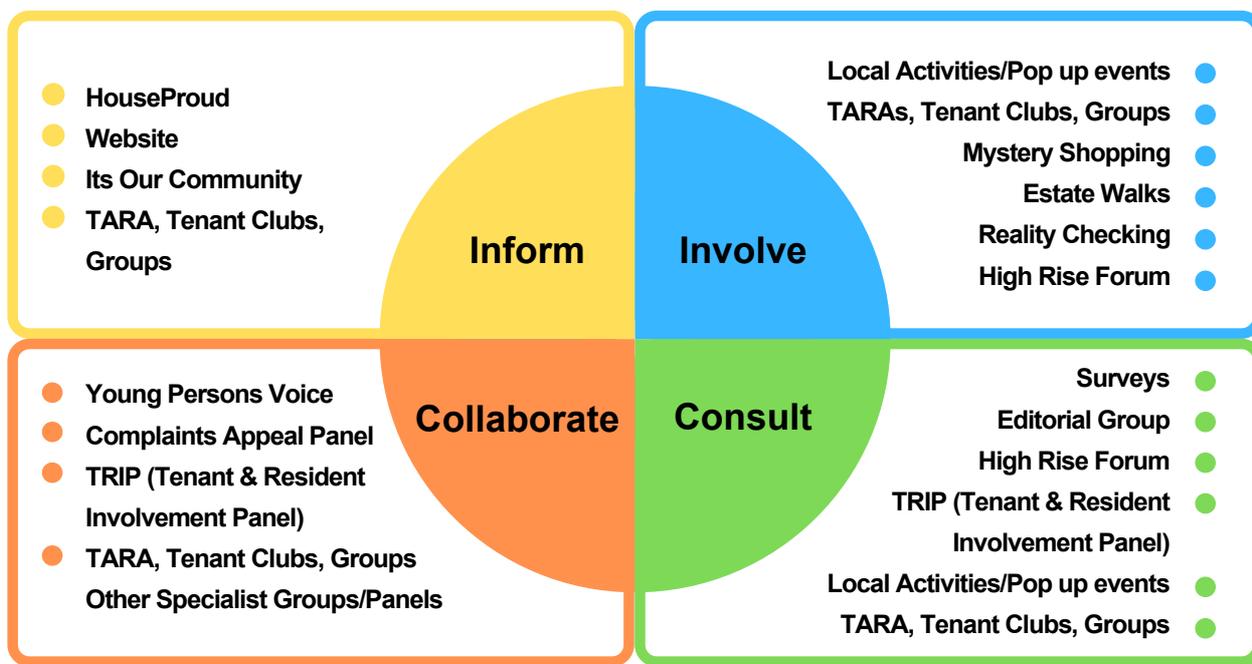
Our Tenant Voice Model is shown below and sets out the framework for you to be involved and illustrates how your views, opinions and aspirations will be used to help shape, inform and influence decisions at the highest level.

We have a dedicated Customer Involvement team to help nurture relationships with tenants who want to be involved and to ensure our positive culture of involving tenants runs through all aspect of how we develop and deliver services throughout the organisation.



HOW THE MODEL WORKS

The Tenant Voice Model shows the ways in which you will be informed, involved in, consulted on and collaborated with to have your voice heard and your views expressed in whichever way suits you.

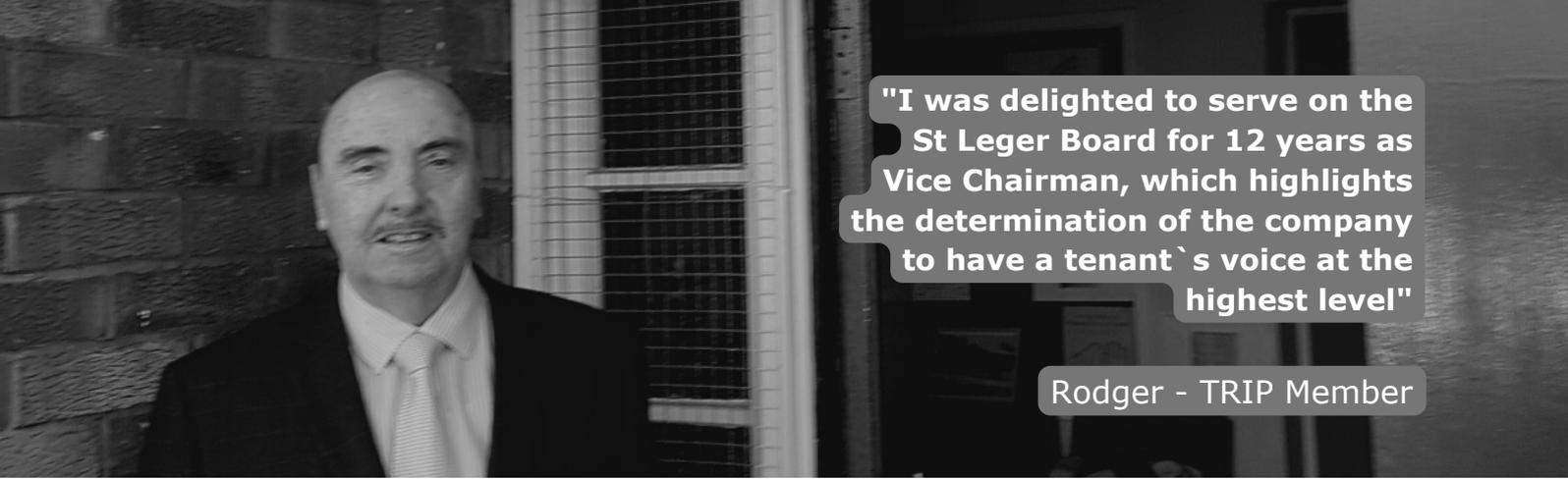


WAYS TO BE INVOLVED

A variety of involvement opportunities form part of our Tenant Voice Model and have evolved specifically around what you, our tenants have told us. Some of you are able to give a significant and regular time commitment, while others want to be able to dip in and out on issues that affect you, when you have the time.

In addition to the range of involvement opportunities, we also listen to your voice through other ways such as surveys we carry out, the complaints and compliments we receive, the satisfaction data we collect and through our interactions on social media.

We are also committed to ensuring that those of you who become or are already involved gain wider benefits, some of which can sometimes be overlooked. These can include increasing knowledge and learning new skills, networking with other tenants and organisations, building friendships and feeling more closely connected to your communities. Above all, we want those involved to enjoy their roles, see the value of their contribution and feel their views are respected.



"I was delighted to serve on the St Leger Board for 12 years as Vice Chairman, which highlights the determination of the company to have a tenant`s voice at the highest level"

Rodger - TRIP Member

The ways in which you can be involved will evolve and change over time, but currently they include;

Tenant Board Members

The Board of St. Leger Homes is made up of 11 members; an independent Chair; three Tenants; three Independents; three Councillors and the Chief Executive. Tenant board members play a key role in providing governance and strategic oversight at an executive level, with an absolute focus on providing the best possible service to its tenants.

The public are also invited to attend all meetings of the board which are held on a hybrid basis so people can attend in person in our Boardroom, or join virtually via Microsoft teams. Papers from our Board meetings are published on our website for anyone to read.

Get Involved Group (GIG)

GIG is our core group of tenants who have volunteered to be involved as much or as little as they can commit to – from being our eyes and ears out in the community through mystery shopping to attending meetings or just doing something with a spare 5 minutes at home – a snap survey or answering a sounding board text.

In many ways, they are the engine room of our Tenant Voice Model. Volunteers usually get involved either through word of mouth, reading HouseProud or through our positive engagement events and estate walks.

The Tenants and Residents Involvement Panel (TRIP)

TRIP usually consists of around 7 members and is open to those of you who want to take a closer look at how St Leger Homes performs and delivers services to tenants and make recommendations for improvements. The group carries out service reviews to scrutinise services that we provide. The panel is run by tenants and residents and report their findings to the Executive Management team and the Performance and Improvement Committee, who in turn report to Board. The Committee may also commission TRIP to review a particular service or aspect of performance.

Young People's Voice

This group is for those of you aged up to 25 years of age who want to have a say in shaping our services. These young people may also be active in their schools and communities as well as being part of this group and also taking part in any of our other groups, newsletter writing, our community ambassador project and training and development opportunities.



"Volunteering for Young People's Voice is an amazing opportunity for young people to make their ideas and opinions heard in the wider community."

Jemima - Young Person Voice panel

One Voice Forum

Feedback from tenants has highlighted that dialogue on local issues reflective of all areas, needs to be strengthened. The Forum consists of the 3 Tenant Board members, representatives from TARAs as well as other involved tenants; ensuring that tenants are able to monitor the implementation of the Tenant Voice Strategy as well as providing links for TARAs and other tenants to directly feed into decision-making in a more direct and consistent way. The One Voice Forum would give a focus to local issues, projects and ideas,

High Rise Forum

The High Rise Forum is open to tenants and residents living in high rise properties and provides an opportunity to meet your needs and expectations. Living in high rise properties can present us with unique issues to consider and it is important that we listen closely to those of you who live there. It is also an excellent way to keep residents informed about any planned works or improvements and to share ideas amongst the group.

A **Resident Engagement Strategy** specifically designed for residents living in our high rise properties has been developed through the High Rise Forum.

Tenants and Residents Associations (TARAs) and Tenant Clubs

Our TARAs and Tenant Clubs are activists in their communities who have a common goal to improve their local area and keep people connected and are diverse in nature and purpose. TARAs are more formal groups with a committee and structured meetings, whilst Tenant Clubs are more informal groups. Both tend to be well-connected to the people and businesses in their area. St Leger currently supports 22 TARAs and 29 Tenant Clubs throughout the borough.

Editorial Panel

Consisting of around 45 members, the panel help us ensure our letters, communications and publications are accessible, jargon-free and understandable. In most cases, documents can be sent online and comments and responses passed back in the same way or by giving us a call about any changes recommended.



Consultation events & Focus Groups

Often held as pop-up or special interest events, these help shape and inform our thinking around changes to services based on what you tell us. Usually held in the form of in-person, virtual or hybrid group meetings.

"I feel my voice is important as a tenant regarding the area where I live and we should get involved in local decisions for our future."

Brenda - TRIP Member

Complaints Appeal Panel

Usually consisting of around 8 members who are interested in ensuring we use complaints as an opportunity to learn when we get it wrong. The role of the panel is to determine complaints which have reached the appeals stage of the Complaints Procedure, to ensure compliance with the Complaint Handling Code and our own policies as well as identifying themes and communicating what has been learnt. The panel members are trained and supported by the Customer Relations Team.

Surveys

Used to get your feedback on ideas, plans or services and can be done online, telephone, text message or email. Depending on the purpose, this may involve detailed surveys, a few questions or sometimes just a Yes/No answer is all that's required. If the purpose is to gain views on a specific project, then surveys will be carried out with those directly affected. Otherwise, if it's a general topic then GIG may be used.

Mystery Shopping

We use any measure of dissatisfaction or complaint as an opportunity to learn and improve. However, testing we've got it right before we get a complaint is a much better way to learn. Mystery shopping is an excellent way of understanding the customer experience. Our tenant volunteers give us feedback on their experiences when using our services, sometimes in real-life situations and sometimes undercover! Typical areas of testing includes staff conduct, repairs, call-handling etc.

Reality Checking

Similar to Mystery shopping, tenant volunteers will test reality against our service standards. For example, testing whether a property is ready for letting and meets the standards we promise for new tenants. This involves Volunteers viewing digital footage of these properties before they are let and providing feedback to our teams as to whether the standard was met with regards general standard of repair, cleanliness, décor etc. and recommendations for improvements.

Estate Walks

Estate walks take place on a regular basis across all areas of the Borough and are publicised to encourage tenants and residents to take part. These are an important way of monitoring and improving standards in our neighbourhoods and an opportunity for tenants to tell us about what is happening in their area and where improvements are needed – it's often the first rung on the ladder to being involved.

Procurement and social value

Put simply, social value is how we measure the value St Leger Homes provides to its tenants from an environmental, economic, and social perspective. We recognise the benefits that are gained from wider social value and have been involved in measuring this since 2014, publishing our Social Audit statements each year.

We plan to actively involve tenants in procurement activities, which could include shortlisting suppliers and contractors, helping to put together tenders and working on procurement policies, as well as scrutinising procurement activity.

Key Achievements so far

Whilst it is important to look ahead to the future, it's also helpful to reflect on what has been achieved so far.

Since our last Strategy was launched in 2018, we have worked with tenants to:

- Increase our digital offer to make it easier for tenants to get involved
- Increase and improve how we engage with our young people
- Develop the Get Involved Group (GIG) for tenants to get involved at a level that suits them
- Improve how we publicise and market the benefits of tenant involvement which has attracted more volunteers than ever before
- Embark on our accreditation with Tenant Participation Advisory Service (Tpas)
- Develop new themes aligned with the issues important to tenants and identify dedicated resources to support them
- Develop Tenants and Residents Involvement Panel (TRIP) to increase membership, skills and effectiveness
- Ensure TRIP service reviews are now reported to and can be commissioned by the Performance and Improvement Committee
- Set up a tenant-led Complaints Appeal Panel
- Create a High Rise Forum to engage and involve tenants living in High Rise in the management and safety of their homes
- Further develop tenant led reality checking to expand this to wider services
- Assist tenants and residents to set up new community groups and Tenants and Residents Associations (TARAs) and assist with funding bids
- Deliver positive activities with groups and volunteers, supporting a range of activities through the Positive Activities Group Funding
- Increase community cohesion and confidence through new groups and building capacity and skills to be self-sufficient

Ensuring tenant involvement is attractive and accessible to everyone

We are clear that you should be able to be involved in whichever way suits you. This may depend on how much time you can commit to giving or you may make decisions based on more practical issues such as child care, being able to travel, having a disability, having access to a computer or Wi-Fi.

Whatever the obstacle, we know this could be the difference between your voice being heard or not.

We will make sure that the range of opportunities for you to be involved can be accessed in a variety of different ways so that you are not disadvantaged and don't miss out. We will ask you how you want to be involved and whether there are any barriers to you becoming more involved.

We will also make certain that financial considerations are not an unintended barrier. We will reimburse all reasonable 'out of pocket' expenses and will publish how we can financially support you, groups and individuals to play an active role.

The Customer Involvement Team also actively promote and give practical support to groups to apply for grants and external funding opportunities to help them carry out this crucial role within their communities.

We also look for different ways in which we can generate social-value funding whether that is through our contractors or by providing staff via our St Leger Homes staff volunteer days – all converted into supporting community-led projects.

We also provide some specific financial support, including;

- Creating an incentive for you to get involved, volunteers on our Get Involved Group (GIG) can earn points proportionate to the engagement activities they take part in and to reflect the time they have given. The points are calculated over a six-month period and can be exchanged for high street gift vouchers.
- Tenant and Resident Associations (TARAs) are primarily self-funding. However, those who hold Annual General Meetings and have their accounts in order are eligible for a £50 grant help towards the running of the TARA. The majority of the groups and involvement activities are held within our communal halls, the hire and utilities are free of charge in an effort to further support these much-valued groups.
- St Leger also encourages all manner of Community Groups to access our Positive Activities Grant (PAG) where funding up to the value of £250 per group is available.
- Our Tenants and Residents Involvement panel (TRIP) has a budget to cover their training, stationary, refreshments and travel expenses.

We evaluate how this money is being spent and will discuss with tenants and groups to identify better ways in which we can provide support in the future – both practical and financial, in order to help deliver specific projects or achieve jointly-held aims in the community.

We also recognise the amazing efforts of those exceptional groups and individuals in our communities. For example, we hold an Annual Tenants Awards event to celebrate the time and effort given by individuals or groups and the pivotal role they play in creating strong, sustainable and connected communities.

We also nominate individual tenants for local and national awards in recognition of the unique contributions they have personally made both to St Leger Homes and their communities.



"Volunteering keeps me active and engaged with local issues, and gives me the chance to contribute ideas and suggestions"

Ron - TRIP Member

Training

We recognise that having the appropriate knowledge to play an active role is crucial. As well as ensuring you have access to information on how St Leger is performing, we will also develop and publish a programme of training for those of you who want to be more involved.

In addition, we also know that many of you have skills and expertise that we lack and which would be of enormous help to St Leger Homes and other tenants. We should make every effort to tap into and use these for the wider good and where possible, encourage and support these to be shared with other tenants and groups.

We currently carry out training for TARAs and community groups, for example Food Safety Level 2 training is offered to all groups using our communal halls to ensure that they are following the correct Environmental Health standards. We believe the training for groups can be broadened and will consult them on this.

We will ensure we extend our current training programme across all areas and in particular around digital and other skills that are useful and transferrable into other aspects of our lives.



"I get great satisfaction in playing a small part in improving the way tenants are viewed and heard"

Betty - Chair TRIP

A STRATEGY FOR EVERYONE

EQUALITY, DIVERSITY AND INCLUSION

We will ensure that this Strategy and our tenant involvement activities are accessible and appropriate to give each person the same chance to do well, have their voice heard and feel part of their community. We recognise that this may sometimes mean we have to do some things differently for some people.

To achieve this, we must make greater efforts to collect and make better use of the insight data we collect to learn more about our tenants and those living in our homes, so we are able to meet the diverse needs of our tenants and understand how to foster meaningful and helpful engagement.

Alongside our colleagues who are working to improve Equality and Diversity matters, our Tenant Voice Action Plan contains a number of actions to help us learn more about the barriers that some of you may experience and look for ways to overcome these. We will do this by connecting directly with a range of diverse groups and individuals.

We also expect all groups and individuals involved with tenant involvement to promote equality and encourage participation from all of parts of our communities.

Through St Leger Home's Equality Strategy and our Equality, Diversity & Inclusion Annual Report, we are able to monitor and report regularly on the equality, diversity and inclusion information we hold about our tenants, customers and workforce and our plans to use this to better meet people's needs.



OUR SUCCESS

HOW WILL WE KNOW IT IS WORKING?

Our involvement structure is designed to tell us if things are working, if we are meeting your needs and if we are keeping our promises to you. In short, we will know we are delivering, if you tell us we are and are happy with the services you receive.

PLANS TO UNDERPIN OUR 5 KEY COMMITMENTS

Taking into account what our tenants have told us, we have set out a number of actions to underpin the 5 Key Commitments to realise our shared ambitions. These are contained in a new **Tenant Voice Action Plan. (Appendix A)**

MONITORING AND EVALUATING PROGRESS

The implementation of this Strategy and the progress of the Tenant Voice Action Plan will be monitored by tenants through the One Voice Forum. How the Strategy translates into our performance and services being delivered to tenants will be monitored by TRIP and the Performance and Improvement Committee to demonstrate outcomes and impact, who in turn will report to our Board.

We will also develop a suite of Key Performance Indicators and Service Standards focused on service improvement outcomes and impacts, to track progress against meeting the 5 Key Commitments.

We hope that this Strategy will encourage more of you to become involved in the issues that affect you and to see the value in expressing your views and opinions to help us to be the best landlord we can.

COMMITMENT 1

WIDEN THE OPPORTUNITIES FOR MORE OF YOU TO BE ABLE TO BE INVOLVED

- Produce jargon-free, clear communications and no nonsense guides
- Publicise how we can support tenants to be involved
- Provide a broader range of opportunities for tenants to be involved in ways that suit them avoid a `one size fits all`
- Develop modern, digital ways to stay in touch including instant polls, sounding boards, etc
- Provide regular feedback to illustrate how tenant views and contributions have been acted on
- Develop more opportunities for self-service with quick, easy ways to rate services and give us feedback
- Make tenant involvement rewarding, sociable and enjoyable -celebrating our tenants and successes
- Review the diversity of our tenants and make better connections to under-represented tenants to understand their needs
- Carry out an Equality Impact Assessment of this Strategy and the Tenant Voice Model
- Achieve Tpas Accreditation
- Involve tenants in the production of key policies and procedures

COMMITMENT 2

ENSURE YOU ARE AT THE CENTRE OF DECISION-MAKING AT EVERY LEVEL; INFLUENCING SERVICES ACROSS THE ORGANISATION

- Develop a One Voice Forum so tenants can influence decision-making, monitor and oversee the Tenant Voice Strategy; keeping us connected to local issues
- Develop a Tenant Involvement Charter to set out what tenants and tenant groups can expect from us when they decide to be involved
- Develop the involvement arrangements to ensure tenants of High Rise properties are monitoring the delivery of the Building Safety Engagement Strategy
- Develop the role of tenants in our procurement arrangements
- Tenants genuinely involved in shaping services, setting standards, as well as monitoring and scrutinising these
- Carry out an annual survey of our tenants to keep us focussed on the issues that matter
- Develop our communications through dedicated Communications Plan and our community champions
- Tenant-led service reviews commissioned by and reporting to the Performance and Improvement Committee and Board
- Hold regular meetings with tenant groups, supported by local area teams
- Ensure tenants play a key role in our Governance and scrutiny
- Develop and facilitate special interest groups and consultation events on the issues that matter to tenants

COMMITMENT 3

SUPPORT YOU TO GAIN THE KNOWLEDGE, EXPERIENCE AND CONFIDENCE, SO YOU FEEL YOUR CONTRIBUTION HAS VALUE AND IMPACT

- Extend our reach by improving our website and other media channels to display useful, relevant and up to date information
- Review the annual awards and accreditation plan to support our aim of being a nationally recognised provider of housing services
- Publish the support we provide to ensure groups and individuals can play an active role
- Develop and publish a programme of training for involved tenants, TARAs, etc
- Carry out a skills audit of GIG to explore opportunities for peer mentoring and training
- Use the skills and experience of our involved tenants to optimum use and offer a programme of training, mentoring and networking opportunities to strengthen their contributions

COMMITMENT 4

CREATE A CULTURE OF MUTUAL TRUST AND TRANSPARENCY SO THAT YOU CAN QUESTION AND CHALLENGE EFFECTIVELY

- Ensure tenants are at the heart of our Governance arrangements
- Develop a suite of Key Performance Indicators and Service Standards to deliver on the Tenant Voice Plan of Action
- Publish key performance, financial and budgetary information regularly and clearly to tenants
- Embed a culture of listening to, responding to and learning from tenants
- Meet the objectives of the Social Housing White Paper for example in safety and compliance and the Tenant Satisfaction Measures and Standards
- Ensure tenants are equipped to be able to scrutinise aspects of service delivery and report back for improvements to be actioned
- Demonstrate how we can learn from complaints when we get it wrong and how tenants are involved in this
- Consult with tenants at least every 3 years on how to govern and scrutinise the organisation
- Ensure the Tenant Voice Strategy involves meaningful monitoring by tenants – through the One Voice Forum
- Consult on and develop a One Voice Forum involving representatives from TARAs and GIG

COMMITMENT 5

ENSURE THE ENVIRONMENT IS RIGHT SO THAT INVOLVEMENT IS EVERYONE'S BUSINESS

- Ensure engagement is always a respectful and helpful experience
- Ensure all staff understand how they specifically can enhance the organisation's ability to hear the tenants voice and act on it
- Encourage staff and teams to report on how they have listened and responded to tenants views
- Carry out and review feedback from tenant satisfaction surveys across all services
- Using pre-tenancy and new tenancy opportunities to promote tenant involvement
- Ensure tenants are fully involved in the initial project planning, delivery and monitoring of regeneration or other changes affecting them
- Encourage and interact with tenants on social media, acting on what they say
- Ensure staff use their Volunteering Days to support local groups and projects, taking part in community-led projects



*Inform
Involve
Consult
Collaborate*

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