




Consultation with Tenant Consultative Group - 4 July 2023

Committee Room 1, Marmion House





Prioritising the Council's Self-Assessment Action plan ensuring compliance with the social housing regulatory standards




This engage & consultation exercise will;

- ✓ provide our tenants group with the opportunity to opening discuss and fully review the Council's `Self-Assessment Improvement Plan` which aims to ensure compliance against the existing and forthcoming social housing regulatory standards
- ✓ provide our tenants group with the opportunity to list each of the action plan elements in priority order, which will shape and inform the delivery of this plan;




Red = 1	Top priority	
Amber = 2	Medium priority	
Green = 3	Low priority	



















1. Home Standard – Tenant Consultative Group A – Marion Turner, Joan Bennett, Peter Hill, Sally Bond – 4 July 2023




Element	Action	Tenants Preferred Priority Order	Priority order
1. Insulation / roof works plan	Develop a plan and target date for completion insulation/roof works comply decent home standard.	2	
2. Decent homes standard compliance	Report on decent homes standard compliance to members, senior executives & tenants	2	
3. Health & safety compliance	Report on health & safety compliance to members, senior executives & tenants	2	
4. Timescales for works	Cut down timescales for improvement works so less disruptive to tenants	1	
5. Carbon zero housing compliance	Quantify the costs of likely compliance on likely carbon zero targets in housing, from what is current expected to enable future funding provision/compliance	2	
6. Asset management strategy	Refresh & report on the delivery of the asset management strategy to members & senior executives	3	
7. Future expectations reporting	Report on the Council's future expectation for decent homes standard, asset management strategy, housing investment plan, net zero compliance to members, senior executives & tenants	2	
8. Tenant satisfaction measures	Prepare, plan and report on the introduction of regulators 22 tenants satisfaction measures including the performance data to members, senior executives & tenants	2	
9. Refresh council housing business plans	Refresh & report on Housing Revenue Account business plan, property investment plan, asset Management plan once stock condition survey is completed to members, senior executive & tenants	1	
10. Service standards & smart KPI's	In consultation with tenants, develop & publish service standards/smart KPI's for council housing repairs, capital investment, health & safety, disabled adaptations, voids, void gardens which can be monitored/measured by members, senior executives & tenants.	1	
11. Right first time indicators	Develop & report 'Right First Time' compliance to members, senior executives & tenants	1	
12. Repairs policy- tenants suggestions	Capture the changes suggested by tenants on the repairs policy / gather evidence of listening and action on changes proposed.	2	
13. Tenants monitoring service standards	Agree on how tenants will be involved in monitoring new repairs/investment service standards	1	
14. Contractors performance	Report on the contractor performance & repairs satisfaction levels to members, senior executives & tenants	2	
15. Health & safety lead officer	Agree responsibilities and the name of the health & safety officer and share with members, senior executives & tenants	1	
16. Engage tenants	Engage tenants in their safety information, quality of forward repairs and improvement programmes, service delivery, policies etc & evidence the change as a result.	1	

17.	Forward plan	Develop a forward plan for delivery of tenant recommendations	2	
18.	Reflecting tenant suggestions for change	Tenant consultative group minutes need to reflect the changes suggested by tenants and what has happened as a result – evidence the change	2	
19.	Leaseholder charges	Review the leases used for future right to buys homes, to ensure leaseholders pay a share of the safety works	1	
20.	Damp & mould	Consider reporting on damp and mould in-line with recent reports from Housing Ombudsman to members, executive team & tenants	1	
21.	Easy access to information	Agree a process for the new access to information as set out in social white paper – agree on what will be shared on the Council's website – tenants may be able to help define documents of interest	2	
22.	SAP rating plan (standard assessment procedure – home energy performance)	Develop & report SAP rating plan for all property to members, senior executives & tenants	3	
23.	Decant / regeneration policies	Consulting with tenants, members, executive teams before any decisions are made to dispose of homes should this be necessary	2	
24.	Forecasting investment programme	Develop long term forecasting (more than 5 years) to forward think the investment of government targets on compliance for net zero	2	
25.	Spot check void properties	Tenants consultative group would like to spot check voids occasionally to ensure standards are completed	1	
26.	Council housing decoration vouchers	Improve the standard of decoration of council housing void properties and consider increasing decoration vouchers as £25 is no longer enough per room	2	
27.	Disabled adaptations	Agree and report on disabled adaptations waiting list, budget, performance, programme of works etc. to members, executive team and tenants	1	
28.	Damp & mould	Continue to urgently address and prevent any underlying causes of damp. Consider the energy costs to tenants by fitting dehumidifiers	1	
29.	Team structure	Publish roles of officers	2	





2. Neighbourhood & Community Standard - Tenant Consultative Group A – Marion Turner, Joan Bennett, Peter Hill, Sally Bond – 4 July 2023








Element	Action	Tenants Preferred Priority Order	Priority order	
1.	Service standards & KPI's– Environmental Services	In consultation with tenants, develop & publish service standards/ smart KPI's for environmental services/caretaking services/waste management (grass/shrubs/gardens/street cleaning/graffiti removal/bin collections) within housing estates which can be monitored/measured by members, senior executives & tenants	1	
2.	Engage tenants on planned works & policies	Consult/engage on the list of planned works by the Housing Maintenance Officers, to enable tenants to shape/know when the work is planned to enhance their communal areas	1	
3.	Evidence of neighbourhood improvements	Collate evidence of neighbourhood improvements by Housing Maintenance Officers / Neighbourhood Investment programme and share with tenants	2	

4.	Community grant fund	Understand and evidence how Council tenants' benefit from the community grant fund	2	
5.	Recycling	Consider how residents with shared bin chutes could recycle to mee resident demands	2	
6.	Older persons free gardening scheme	Review criteria/ service standards of this scheme to ensure it helps those who need it and not those that don't	2	
7.	Social Value	Maintain evidence of social value from the Housing Maintenance Officers to demonstrate resident driven outcomes / impact assessment of social value	2	
8.	Hate crime records	Maintain separate Hate crime records for the Council	2	
9.	Neighbourhood Investment budget	Streamline the existing 2 stage neighbourhood investment application process, to achieve better value for money	2	
10.	Reflecting tenant suggestions for change	Tenant consultative group minutes need to reflect the changes suggested/recommendations by tenants and what has happened as a result – evidence the change	1	
11.	Tenant satisfaction measures	Prepare, plan and report on the introduction of regulators 22 tenants satisfaction measures including the performance data to members, senior executives & tenants	2	
12.	Easy access to information	Agree a process for the new access to information as set out in social white paper – agree on what will be shared on the Council's website – tenants may be able to help define documents of interest	2	
13.	Strategic working	Consider the benefits of more strategic working with housing association within the neighbourhood	2	
14.	Social value	Consider how social value works from contracts can be evidenced	2	
15.	TAC – Tamworth Advice Centre	Consider collecting data on services and outcomes delivered to Council tenants / evidence how this works supports rent and debt advice for tenants	2	
16.	Engage tenants on ASB & Community safety	Engage tenant in the ASB & Community Safety services	1	
17.	Respect performance indicators	Consider key performance indicators based on tenants view on how KPI's might reflect respect	2	
18.	Services standards & KPI's on ASB including environmental enforcement	In consultation with tenants, develop & publish service standards / smart KPI's for corporate ASB which can be monitored/measured by members, senior executives & tenants	1	
19.	ASB accreditation plan	Develop and engage tenants input into the ASB Accreditation action plan and evidence how tenants have influenced the service/change etc, including updating policies	2	
20.	Team structure	Publish roles of officers / names / purpose / contact details	2	
21.	Legal action	Collate Council tenant legal action which have been successful through direct prosecution/eviction	2	









22.	First point of contact	Triage at the first point of contact, achieve consistent advice from customer services	2	
23.	Service standards & KPI's– council estate management	In consultation with tenants, develop & publish service standards/ smart KPI's for council housing estate management (estate inspections programme, neighbourhood investment) within housing estates which can be monitored/measured by members, senior executives & tenants	1	
24.	Engage tenants	Consult/engage on the list of all planned works, service delivery, policies etc to enable tenants to shape/know when the work is planned to enhance their communal areas and evidence the change as a result	1	



















3. Tenancy Standard - Tenant Consultative Group B – Graham Hull, Iris Clements, Julie Walpole, Andrew Cockrill – 4 July 2023




Element	Action	Tenants Preferred Priority Order	Priority order
1.	Engage tenants	Engage tenants at the start of any policy review, enabling them to share their views on the service and improvements required. Evidence and record the change made as a result	1 
2.	Approach to transfers	Capture TCG comments for the Council's approach to transfers within council homes in the next edition of the policy	2 
3.	Corporate service plans	Ensure corporate service plans are SMART in their layout and approach including a focus on outcomes, milestone, evidence of periodic measurement for assurance of delivery	1 
4.	New build design	Involve tenants in the design of future new build schemes	1 
5.	Survey results	Playback survey results to the team engaged in doing the work which is surveyed, as part of existing review system	2 
6.	Void properties	Clarify with TCG whether and how homes can be occupied prior to completion of all void works	1 
7.	Allocation procedure guide	Ensure the allocations operational procedures are reviewed at the same time as the allocation policy review	2 
8.	Mutual exchange promotion	Be proactive in promoting mutual exchanged as a route to moving home	2 
9.	Tenancy management policy	Ensure tenants are engaged in the review of the due tenancy management policy	2 
10.	Other social housing providers	Consider opportunities to work more strategically with other social housing providers operating in Tamworth	2 
11.	Incentive to move	Work with tenants to gather their ideas and evidence how to review and promote the incentive to move scheme for downsizing	2 
12.	Void letting process	TCG to be more engage in the survey results for new lettings and add to their own ideas to improve	2 
13.	Translation	Consider enabling technology for translation on the Council website and/or ensure key local institutes have been briefed on how to support tenants with access services	2 

14.	Mutual exchange procedures	Refresh mutual exchange procedures with input from tenants including the design and promotion	3	
15.	Service standards & KPI's-void lettings	In consultation with tenants, develop & publish service standards/ smart KPI's for lettings which can be monitored/measured by members, senior executives & tenants	1	
16.	Void performance	Investigate delays in void performance	1	
17.	Access to Marmion house	Clarify access to Marmion house/ customer services	1	
18.	Digital strategy/customer service offer	The council's digital strategy and customer service offer will offer review opportunities to tailor services – obtaining customer profiling data & customer insight	3	
19.	Council committee	Share full schedule of policies and review dates with the appropriate committees	2	
20.	Decant Policy	Ensure tenants are engaged in the review of due decant policy	2	

4. Tenant Involvement & Empowerment Standard - Group B – Graham Hull, Iris Clements, Julie Walpole, Andrew Cockrill – 4 July 2023

Element	Action	Tenants Preferred Priority Order	Priority order
1.	Tenant satisfaction data	Consider tenants satisfaction data including compliments and complaints and evidence who this has been used to enhance landlord services and service planning	1 
2.	Easy access to information	Information on policies, service standards and performance will need to be more explicit for residents to access, including a focus on tenants who are not on-line and ensure they too can access all service information including health & safety and service standards.	1 
3.	Housing Ombudsman – complaints	Change complaints policies and procedures to comply with the latest advice from Housing Ombudsman. Report on-line to capture annual reports on complaints and lesson learnt / share lesson learnt with appropriate committees. Ensure update to complaints policy in-line with the new Housing Ombudsman code, including how the council will accept complaints from advocates	2 
4.	Complaints self-assessment action plan	Publish actions to be taken in the next 12 months to improve complaint handling and outcomes as a result of the annual self-assessment. Use data/findings from Housing Ombudsman website to pick up lesson learnt from other landlords	2 
5.	Housing Ombudsman – complaints	Report on-line to capture annual reports on complaints and lesson learnt / share lesson learnt with appropriate committees	2 
6.	Housing Ombudsman – complaints	Consider the Council's strategic response to any negative findings by the Housing Ombudsman against Tamworth Borough Council	1 
7.	Outcomes from tenant influence	Collate evidence of outcomes from tenant influence on all policies and tenant involvement activities, where tenants have made a positive change to service, satisfaction and performance	2 
8.	Engaging all tenants	Consider how tenants who are not part of tenant groups can influence policy	1 

9.	Share survey improvements	Share improvements made as a result of feedback any survey undertaken with to members, senior executives & tenants	2	
10.	Recruit tenant engagement	Reach out for new diverse residents to join up and engage, both digitally and in meetings/surveys etc. Review the overall approach to engagement to hear from wider tenant base, without losing the skills and commitment of the existing tenants which are valued	1	
11.	Reflecting tenant suggestions for change	Tenant consultative group minutes need to capture the evidence and outcomes of tenant consultation / the changes suggested by tenants and what has happened as a result – evidence the change	1	
12.	Strategic priorities – tenant involvement	Consider how tenants can be involved in shaping strategic priorities with councillors	2	
13.	Policy review tenant involvement	Involve tenants at the outset and at the end of the policy review, to explain changes made / share wider service user comments with tenants including survey data so they understand & consider the wider voice of tenants when agreeing final policies	2	
14.	Suite of service standards	To develop service standards for all services to council tenants with tenants including monitoring, measurement of these standards. Capture how these standards will be defined, developed and monitored in the Tenant Involvement Strategy	2	
15.	Use of other websites	Consider use of on-line websites used by many other landlords to engage digitally with tenants	2	
16.	New compliant service standards	To develop new suite of service standards across all services meeting compliance with new standards	1	
17.	Tenants shaping performance	Enable wider tenant influence and suggestions for improvement on landlord performance and engagement activities. Collate and publish resident influence from TCG and other tenant involvement on satisfaction and performance. Consider how tenant who do not form part of tenant groups can influence performance	1	
18.	Fairness & Respect standard	Consider how the Council can demonstrate it sets and meets a standard of fairness and respect for council tenants	2	
19.	Diversity & Equality	Develop an annual action plan to improve diversity and address inequalities found for council tenants	2	
20.	Repairs Policy	When the new repairs policy is agreed, update the 'keeping tenants informed' document and incorporate into the new policy. Consider how new performance indicators from the Regulator of social housing can be incorporated into the repairs policy and the 'keeping tenants informed' document	1	
21.	Council's website	Review information on the councils website to ensure it is all current and clearly meeting diverse tenant priorities	2	
22.	Tenant handbook	Refresh tenants handbook for general needs tenants or replace with service standards	2	
23.	Digital tenant engagement	Review digital and survey based tenant engagement	2	
24.	Tenant Involvement Strategy	Review and refresh the tenant involvement strategy, consider including the right to manage and includes the council's approach to regulatory compliance on tenant involvement and empowerment. Review the strategy three yearly including tenant scrutiny.	2	
25.	Satisfaction survey	Conduct a survey to meet regulators requirements including publishing results at least quarterly on website including; commentary on actions to address underperformance, how to submit suggestions for improvement.	3	
26.	Benchmarking	Publish benchmarking results	2	

27.	Tenants annual report	Look to other providers and good practice for the annual report content and consult with TCG and more widely on the preferred content	2	
28.	Publishing performance and satisfaction data	Agree an approach to publishing performance and satisfaction data quarterly and annually	2	
29.	Tenant training programme	Develop a training programme for involved residents and consider how it can be widely offered on-line to all residents as well as existing tenant groups	2	

5. Rent Standard

Element	Action	Tenants Preferred Priority Order	Priority order
1.	Rent Setting & Income Management Policies	Update the rent setting & Income Management Policies	1 