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Tenant Engagement Strategy 2023- 2026 – Action Plan – Updated October 2024

Status Key:

Complete	In progress, on track	Alert

Objective 1: Make tenants and leaseholder engagement an integral part of our service, ensuring our officers and contractors understand this is a shared responsibility

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
1.1	Work alongside tenants to publish and promote the Tenant Engagement Strategy	H	a. Recruit 5 tenants to join Tenant Participation Review Development Group (TPRDG)	Tenants joined the TPRDG as from 29 th September 22 24/25 a further 3 substitute members recruited prior to July 24 meeting Main strategic group changed name from TPRDG to Housing Liaison Board (HLB)	TEO	April 23 Completed	
		H	b. Publish and promote strategy on the Council website and tenants newsletter	Strategy in development. Strategy published September 2023.	ADH TEO	Executive September 2023 Completed	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
1.2	Regularly monitor the strategy to ensure it continues to meet its objectives	M	a. To review and monitor by HLB to ensure the strategy meets the tenants needs and aspirations	<p>First review to be completed within 6 months of the approved strategy</p> <p>6 monthly review completed: 2 November 23 March 24 October 24</p>	ADH TEO	Every 6 months	
1.3	Introduce a framework which encourages tenants to have their say, offering greater levels of influence on services and policies	M	a. Increase tenant data base using various consultation methods (including set milestones below):	<p>Tenant Satisfaction Measure survey asks for new tenants to provide contact details, where they are interested in further involvement in service design and decision-making.</p> <p>58 Tenants expressed an interest in being involved, 4 have since engaged and 1 of these is now a regular attendee.</p>	TEO HSDO	Ongoing	

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		H	b. Developing a leaflet in line with the strategy promoting tenant involvement and encouraging tenants to get involved at the level they wish	<p>Leaflet used as part of both 'New Tenant' visits and general officer visits to highlight opportunities and encourage engagement.</p> <p>Leaflet updated to cover latest engagement options</p>	TEO	<p>September 23</p> <p>Completed</p> <p>October 24</p>	

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		H	c. TMO/HAT/HAA to use as part of their visits to promote and increase engagement.	<p>From April 2024 onwards, recruitment/referrals from officer visits to be tracked.</p> <p>18 tenants expressed an interest in being involved via New Tenant Visits. Initial low level engagement planned at geographic locations, new option developed "Tea with Tenants"</p>	TEO TMO	Ongoing from December 23	
1.4	Ensure that internal procedures for involving tenants in decision making are fit for purpose, for example, any decisions taken demonstrate the level of tenant involvement in the process leading to the decision made.		a. Develop and implement regular evaluation of engagement sessions, to ensure approach meets both tenant and service needs.	<p>Feedback form developed for: Challenge Days; Tea with Tenants</p> <p>Evaluation Form to be developed for completion at end of Challenge and Change Reviews</p>	TEO	Ongoing from Sept 24	

Objective 2: Strengthen and develop communication methods ensuring tenants are offered a number of different ways to get involved and is accessible to all

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
2.1	Ensure our menu of involvement is inclusive and allows tenants with specific needs to take part and promote equality and diversity throughout the housing service	M	a. Review menu of involvement annually and measure by number of tenants held within each section of the database	<p>Menu of involvement and data base created April 2022. Ongoing until next review.</p> <p>As noted in 1.3 this forms part of the leaflet used by officers to further encourage engagement.</p> <p>New Engagement Officer in post as of August 24, menu of engagement reviewed and updated to reflect current activity.</p>	TEO	1 year from approval of strategy – September 24	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
2.2	Offer a range of options for engagement both traditional and technology based	M	a. Explore options to what extent both methods are welcomed.	<p>Measure of tenants held on data base, indicating openness to use of technology for communications and engagement.</p> <p>Housing Service now developing use of Gov.notify service. This will allow use of text and email for large scale communication and surveys.</p>	ADH TEO	July 25	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
		M	b. Use information obtained via the STAR survey and TSM responses	<p>Ongoing work by officers to gather current telephone and email contact details to enable communication and engagement using technology.</p> <p>Tenant census form developed to capture desired communication options. Volume of email address on file increased significantly and hope this will increase cost efficiencies</p>	TEO	Ongoing	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
2.3	Expand communication channels used by the service to create improved modern interaction and cost efficiencies		a. Establish gov.notify accounts for use for TSM Survey; Newsletter distribution; and general communication, to offer greater coverage via digital channels. This should also generate service efficiencies.	Used for consultation on new draft Housing Strategy 2024-2029 Used for mailout of 2024/25 TSM survey. 3000+ emails and 2200+ text messages, alongside reduced postal contact.	ADH HSDO	August 24 onwards	
			b. Establish self-service options for registering for tenant involvement.	Form re-developed as part of the refresh of the leaflet.	TEO	October 24	
			c. Develop and implement a Tenant Census form, with hard copy and digital formats, to be completed every two years (to establish data on preferred method of contact).	Initial roll-out alongside Stock Condition Survey.	ADH	October 24	

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Objective 3: To be more accountable for the services we deliver by empowering our tenants to challenge us and to get involved in setting priorities

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
3.1	Publish and promote our service standards and ensure tenants know how to challenge them	M	a. Publish on Council website, tenants newsletter and produce standalone leaflet	Article planned for May 24 newsletter Leaflets for Customer Service Standards Leaflet and How to make a complaint updated	TEO CSSCM CMDM	May 24 June 24	
		M	b. Hold Tenant Challenge Days/Locality meetings	4 events in held April 24. 4 Drop-in sessions "Tea with Tenants" planned October 24. Service standards for repairs and customer standards to be promoted at event.	TEO	Ongoing	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
		M	c. Define service standards per team and review annually.		ADH HSDO TEO	April 25	
		H	d. Regular review of approach taken by C1 authorities.	Initial assessment of C1 authorities following receipt of Bolsover judgement in August 24.	TEO	Ongoing	
3.2	Develop and implement a quarterly service performance report, to be submitted to Housing Liaison Board and Customer Services Scrutiny Committee twice a year.	H	a. Implement quarterly report format for use at Housing Stock Management Group.		ADH HSDO	Jan 25 onwards	
		H	b. Implement bi-annual service performance report for use at Housing Liaison Board and Customer Services Scrutiny.	Develop format of report in October 24 meeting, for refinement and use thereafter.	ADH HSDO	October 24 onwards	
3.3	Produce specific 'Tenant Summary' reports, in conjunction with tenants, for all core regulatory reports.	H	a. Annual Tenant Summary of Tenant Satisfaction Measures outcomes.	Draft developed and to be reviewed by tenants alongside other authority examples, prior to agreement of final version.	HSDO	July 24 and annual thereafter	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
		H	b. Annual Tenant Summary of Housing Complaints Handling and Service Improvement Report.	First report developed and published in July 24 with tenant input.	HSDO	July 24 and annual thereafter	
3.4	Produce an annual report, in conjunction with tenants, providing an overview of the last 12-months	H	a. Annual release within Bolsover Homes Newsletter.	<p>First edition released in November 23 Bolsover Homes Newsletter, tenants involved in design</p> <p>2023/24 report to be released in November 24 Bolsover Homes Newsletter, tenants agreed to retain design.</p>	TEO ADH	Ongoing – annual	
3.5	Empower tenants to hold us to account by providing appropriate training, support and feedback	M	a. Work with tenants to provide a training programme based on their needs	Number of tenants involved in training events	TEO	Ongoing	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
		M	b. Support joint training with other tenants and landlords	<p>Tenants Conference joint with CBC and Rykneld Homes</p> <p>Exploring options to learn from CBC and Rykneld Homes use of Estate Walkabouts and Mystery Shopping.</p>	TEO	<p>Conference held 15th May 2024</p> <p>Dec 2026</p>	
		H	c. Utilise online/face to face training provided by TPAS	Officers regularly attend; some tenants have engaged with Awaab Law events.	TEO	Ongoing	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
		H	d. Encourage tenants to engage with workshops/ networking provided by TPAS.	Promote in Tenants Newsletter – Nov 23 and then ongoing. Tenants have attended TPAS online events July 24 Challenge and Change meeting - tenant members signed up for TPAS accounts	TEO	Ongoing and as part of the conference on 15 th May 24	
		H	e. Produce quarterly KPIs poster/report to ensure key data is shared with tenants via Contact Centres, to encourage greater interaction with the service.		ADH HSDO	January 25 onwards	
		H	f. Ensure quarterly KPIs report is considered by Housing Liaison Board.		ADH HSDO	January 25 onwards	

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3.6	Develop and support a tenant led scrutiny process that will challenge the housing service and make recommendations and improvements.	H	a. Engage with TPAS on national scrutiny week to gain full understanding of the tenant scrutiny process	Officers/members attended training 5 th Oct 23 Officers/tenants to engage with Involvement Week 2024	ADH TEO HSDO	Ongoing	
		H	b. Recruitment of scrutiny panel members	Challenge and Change – June 23 recruitment (Review of Void process July 23- April 24) – 6 tenants. Recruitment of new review panel for current Challenge and Change review (Grounds maintenance) May 24 – 11 tenants.	TEO	Recruitment ongoing	

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		H	c. Training of tenant scrutiny members	Introductory briefing delivered. Training skills survey planned. Promote TPAS Involvement week Oct 24.	TEO HSDO	Ongoing	
		H	d. Set timetable of projects to scrutinise – 2 per year	First project “The voids process” completed. Review of Grounds Maintenance commenced June 24.	TEO	completed	
		H	e. Ensure a tenant evaluation is completed following every challenge and change review to ensure continuous learning and process improvement is embedded.	Form to be designed for use with Review of Grounds Maintenance and thereafter.	TEO	December 24	

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Objective 4: Use customer feedback to improve our housing service, keep tenants informed about how their contributions have been used to drive continuous improvement

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
4.1	Publish and promote our tenants newsletter and encourage tenants to become actively involved in its production	L	a. Establish tenants editorial team. Invite 12 tenants with aim to recruit 6-8 members Invite the Communications officer to work alongside tenants ensuring their views are taken into account.	1 st review meeting Review meeting at TPRDG July 23 Aim to recruit Editorial panel from tenants who have recently expressed an interest to be involved	TEO	July 26	
4.2	Produce regular <i>You Said, We Did</i> article highlighting where customer feedback has made a difference to how we deliver services	H	a. Publish an article in each edition of the newsletter and within the housing section of the Council website. Aim for 2 articles per year.	Articles published in various newsletters and format to be reviewed to improve clarity of information. Include in next issue 9, due November 24.	TEO	Ongoing with each edition Issue 7 released Nov 23. Completed in Issue 8 May 24 Newsletter.	

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4.3	Develop a range of ways to gather feedback, surveys, mystery shoppers, consultations	H	a. Create a satisfaction survey to gather data required for the Tenant Satisfaction Measures – annually.	Guidance by social housing regulator. 2023/24 survey complete and return submitted. Survey for 24/25 due for circulation for autumn 24.	TEO ADH HSDO	April 23 Completed Target completion of data collection March 2025. Submission June 2025	
		H	b. Ensure all face to face consultation workshops provide feedback forms.	Ongoing	TEO	Ongoing	

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		H	c. Gather repairs feedback on PDA after each repair.	<p>Operatives endeavour to secure feedback on all repairs completed, and management complete regular audits of both repairs standards and customer satisfaction feedback.</p> <p>Review of processes taking place.</p> <p>10% of repairs over £250 in value get a post-inspection evaluation on Total Mobile and an in-person visit.</p> <p>Report template to be developed to enable performance reports to RANT and HLB.</p>	HOP	<p>June 24</p> <p>Autumn 24</p> <p>November 24</p>	

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		L	e. Explore real time methods of consultation e.g. gov matrix	Explored but not considered a viable option at this time. Customer Services have introduced Real Time feedback in July 24 for email and Live Chat contact	ADH CSSCM	Discussed at TPRDG (Now HLB) meeting March 24	
		M	f. TEO to complete evaluation/consultation with tenants as part of NTVs and other tenancy visits to determine current issues/trends.		TEO	January 25 onwards	
		M	g. TEO to complete evaluation/consultation with all tenants allocated on new build developments to ensure build design/standards remains fit for purpose and in line with tenant expectations.	Retrospective evaluation	TEO	Ongoing as sites complete and are let.	

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4.4	Expand reporting and evaluation of complaints data, with specific emphasis on trend analysis	H	a. Implement quarterly reports for Housing Liaison Board.		CSSCM HSDO	July 24 onwards	
		M	b. Develop simplified quarterly graphics from complaints report, for use on contact centre posters/TV screens, and website (once performance 'hub' created).		CSSCM HSDO TEO	December 24 onwards	

Lead Staff Code:

ADH - Assistant Director Housing Management and Enforcement

HSDO - Housing Strategy and Development Officer

HOP - Head of Property (Repairs and Maintenance) Dragonfly Development Ltd

TEO - Tenant Engagement Officer

CMDM - Communications, Marketing and Design Manager

CSSCM - Customer Service, Standards & Complaints Manager

TMO – Tenancy Management Officer

HAT – Housing Assistant Tenancy

HAN – Housing Assistant Applications