

Selby District Council: Tenant Participation Strategy 2020-2023

Year 1 Review – April 2021

It is one year since the Council's Tenant Participation Strategy was published. Its aim was to demonstrate how the Council will work in partnership with its tenants and leaseholders to shape and deliver a high quality housing service within the district. It also set out the standards we would work towards in order to ensure that tenants remain involved and consulted at whatever level they choose to be. To secure our goals, the strategy was complimented by an Action Plan, covering the strategy's four main aims:

1. To set out how we will encourage tenants to become actively involved and empowered in the decision making processes of Selby District Council.
2. To develop an innovative and modern approach to tenant participation at Selby District Council to achieve diversity in the participation opportunities we offer and the voices we hear.
3. To demonstrate that tenants are part of our continuous improvement process and ensure all Council staff actively participate with the engagement agenda.
4. To promote an honest and trustworthy relationship between Selby District Council and our tenants and leaseholders; focusing on a free exchange of information and ideas.

Of course, this has not been an ordinary year, and it would be difficult to review the strategy's impact without acknowledging the current pandemic and barriers this has created in us achieving our aims. However, much has still be accomplished this last year, and it is important for us to take stock of this as well as plan for the future and consider where our priorities lie today.

Aim:	Actions:	When will we do it by?	Who will do it?	What will success look like?	Comments
1	Investigate whether our tenants want a designated disability group as part of our engagement offer to them.	December 2019 (Revised - October 2021)	Tenant Participation Officer	Consultation with tenants completed as to their requirement/want for a designated disability group, and any recommendations taken forward.	This item has stalled due to the pandemic. Future plans are to complete research on this topic and submit to our Tenant Scrutiny Panel for consideration.
1	Pilot a 'Tenants Forum' in relation to 2020's Annual	October 2020	Tenant Participation Officer	Tenants Forum will have successfully taken place and considerations as to	Again, this has not been possible due to the pandemic. It is agreed we will survey tenants to ascertain whether there is enough appetite to

	Report (allowing all tenants involved in tenant engagement to come together and scrutinise the Council's housing service delivery).	(Revised - October 2021)		whether this should become an annual event.	arrange this online, or whether tenants would prefer to wait until face-to-face meetings can resume. The summer edition of the Open Door can also be used to update tenants on the Council's housing service delivery.
1	Improve advertisement of tenant engagement opportunities and events district wide, including publishing our first 'Menu of Engagement' and an updated 'Tenants Handbook.'	Continuing	Tenant Participation Officer Communication Team	Tenants feel they are fully aware of the various engagement opportunities available to them.	The 'Menu of Engagement' and updated 'Tenants Handbook' has now been published and is available online and in paper form. It has been advertised via the Open Door and its availability has been highlighted in our New Tenant Satisfaction Survey. The handbook can also be translated into different languages on our website to ensure inclusivity.
1	Explore data profiling opportunities at Selby District Council to ensure we understand our entire customer cohort and their needs in regards to tenant participation.	June 2020 (Revised - March 2022)	Tenant Participation Officer Housing Strategy Officer	SDC tenants are profiled and segmented appropriately in order to capture each individual customer cohort base and their needs in regards to tenant engagement.	Work on this remains limited until the Tenant Portal is introduced. Once this is in place and operating effectively, tenant profiling should be more straightforward; but it may take time to ascertain both accessible and useful information for engagement purposes.

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2	Ensure Selby District Council remain up to date with all current	Continuing	Tenant Participation Officer	SDC is at the forefront of tenant engagement in the region and remains up to	This remains an ongoing action. Work has also begun around the Social Housing White Paper, published November 2020, and any implications

	legislative requirements and best practice in relation to tenant engagement.			date with all current legislative requirements.	this may have on our engagement offer to our tenants.
2	Look to increase innovative and modern ways to communicate with our tenants, focusing particularly on online communication like our 'armchair' surveys.	Continuing	Tenant Participation Officer	SDC offer new ways to engage with their tenants online and increase the amount of tenants submitting online feedback.	Some of this work is dependent on the new housing system being introduced (including the Tenant Portal). However, efforts in this area have been advanced by the pandemic and the need for remote working. For example, over the last year the Tenant Scrutiny Panel have been meeting via Microsoft Teams, some using devices provided by the Council and others using phone-in facilities. We have also seen an increase in the number of tenants joining our mailing list, both in paper and email form.
2	Assist both tenants and staff with the adoption of the new online 'Tenant Portal' when it goes live (estimated to be 2020).	July 2020 (Revised - December 2021)	Tenant Participation Officer Business Transformation Team	Tenants and SDC staff are comfortable using the new tenant portal and feel it benefits tenant engagement activities.	Awaiting a start date.
2	Ensure we communicate with all tenants via their preferred method and appropriately meet their needs. This includes providing communication in	Continuing	Tenant Participation Officer	SDC hold a register of tenants who would prefer communication in another format and ensure this is adhered to.	The Council's website now has the ability to translate documents into different languages, helping to achieve an inclusive engagement offer. Our 'Menu of Engagement' is also available in Polish and articles in various languages have been included in the Open Door newsletter to encourage tenants from different backgrounds to get involved. A new link has also been formed with 'interpreting Line' for tenants who require this.

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3	Improve and increase Selby District Council staff attendance at relevant tenant engagement events, such as the Repairs and Maintenance group.	December 2019 (Revised - December 2021)	Tenant Participation Officer Property Services Team	A member of the Council's Property Management team will attend every Repairs and Maintenance meeting and feedback to senior management when appropriate.	Much of this work has stalled with the pandemic and tenant groups being paused. In the meantime, discussions will be held with peers via a networking group as to how they encourage non-housing staff to engage in housing related projects and tenant engagement.
3	Maintain TPAS membership and continue to provide a dedicated staff resource for tenant engagement, ensuring they are also trained appropriately.	Continuing	Tenant Participation Officer	SDC will continue to be a member of TPAS and benefit from this membership. SDC will continue to dedicate staff time and resources to tenant engagement activities.	We have confirmed our membership with TPAS for another year and continue to look for networking and training opportunities. Tenants have shown a preference towards face-to-face training rather than online, which has limited current options.
3	Ensure tenant engagement information is readily available to our Customer Services staff via the 'Campaign' system and that this information is passed appropriately to our tenants in absence of	Complete	Tenant Participation Officer Customer Services	Customer Services staff will be confident in relaying tenant engagement information to tenants in the absence of the Tenant Participation Officer.	The 'Campaign' system is fully up to date and the 'Menu of Engagement' and Tenant Handbook is available to Customer Services to disseminate appropriately, both in paper form and online. Our Tenant Engagement Officer has also completed a training hour with Customer Service staff to explain how tenant participation links in with our wider housing function.

	the Tenant Participation Officer.				
3	Increase the effectiveness of our Tenant's Scrutiny Panel by devising new and appropriate processes, making it result driven.	Continuing	Tenant Participation Officer Tenant Scrutiny Panel	A Tenant Scrutiny Panel who provide clear and effective recommendations to improve the Council's housing service.	The panel are currently working with a qualified consultant to provide relevant support and guidance. It has been agreed that the meetings will be consultant led until the group are more established.

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4	Continue to develop our professional network with other local authorities and registered housing providers in order to share good practice in regard to tenant engagement.	Continuing	Tenant Participation Officer	SDC network will have grown, and engagement activities improved due to the sharing of this good practice.	A new networking group has been established between Selby, East Riding, Harrogate and Hull in order to share good practice and problem solve. This will be a quarterly meeting with the hopes of expanding membership to other local authorities and registered providers.
4	Investigate whether a 'Tenant Complaints Panel' would be beneficial to Selby District Council and its tenants, exploring how this would work and what resources it would require.	April 2020 (Revised - December 2021)	Tenant Participation Officer Housing Strategy Officer	A review will have taken place as to the usefulness of a 'Tenants Complaints Panel' and any recommendations taken forward.	This has stalled due to the pandemic. However, given the recent focus on complaint handling in the Social Housing White Paper, it is important that this work continues. We will therefore complete research into best practice, look to survey tenants, as well as speak with our Scrutiny Panel and with fellow Council officers as to the feasibility of such a panel.

4	Establish what kind of engagement offer would be desired by Selby District Council's leaseholders and ensure this offer is made and maintained.	August 2020 (Revised - December 2021)	Tenant Participation Officer	SDC leaseholders will have been consulted on their requirements in regard to tenant engagement, and any recommendations taken forward.	Again, this work has stalled due to the pandemic but remains a priority for tenant participation.
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