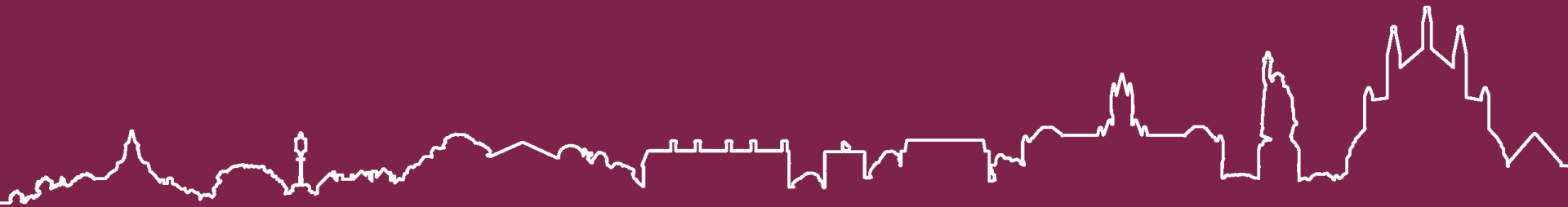



Tenant Involvement Annual Report

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COUNCIL STRATEGY OBJECTIVE

 `Be proactive in our tenant engagement, achieving effective representation and insight across all tenant and customer groups`

 **Tenant Engagement Strategy – 2017–2019**
presented to Cabinet (Hsg) Committee –
22.11.17 – set out priorities

 Measures –

 Increase number of involved tenants to 200 by
March 2019

 Improve match with base customer group

NUMBERS AND PROFILE OF INVOLVED TENANTS

Profile element	All Tenants As at 10.04.19	Profile of tenants involved through Meetings	Profile of Digital survey respondents, tenant only (average across all surveys)	Profile of STAR 2019 Respondents
Number	6, 376	47	401	963
16-34	13%	0	12%	7%
35-54	31%	11%	34%	23%
55+	53%	74%	53%	70%
DOB unknown	3%	15%	0.8%	0
City	55%	59%	56%	general needs 70%
Rural	45%	41%	43%	general needs 30%
Area				general needs
• Stanmore	19%	23%	18%	17%
• Weeke	8%	2%	6.5%	16%
• Winnall & Highcliffe	18%	13%	14%	18%
• City other	10%	21%	18%	17%
• Rural North	16%	9%	15%	15%
• Rural South	29%	32%	28%	15%
General Needs	91%	83%	79.7%	74%
Sheltered	9%	17%	18.2%	26%

Progress on Tenant Engagement Strategy Priorities

Priority	Progress
Engagement is representative - The views of all tenant groups are known and contribute to shaping and improving their services	<p>Achieved</p> <p>Digital survey programme has lead to wider engagement. Details in previous slide</p> <p>Measure – Involved tenant profile (see earlier slide)</p>
Engagement works to support the governance framework - There is clear evidence to support business decisions.	<p>Achieved</p> <p>Measure - Appendix 1 to the Annual Report gives details</p>
Effective challenging scrutiny	<p>Achieved</p> <p>Measure – Communications Scrutiny Report</p>
Effective feedback - All tenants are aware that their views have been listened to and acted upon	<p>In progress – improvement still required</p> <p>‘You said - we did’ report posted on website and emailed to all who complete digital surveys</p> <p>‘You said - we did’ record maintained by TACT Facilitator for TACT Meetings’</p> <p>Plus other methods e.g. Tenant newsletter.</p> <p>Measure – STAR 2019 STAR Feedback – Satisfaction that WCC Listens to views although above median – 65%, still dissatisfaction - 11%</p> <p>Future focus of tenant involvement activity to investigate further</p>
Tenants are satisfied with the opportunities to make their views known	<p>In progress</p> <p>Measure - STAR 2019 Results</p> <p>Both satisfaction & dissatisfaction levels lower than for other performance measures. High levels of those with no view.</p> <p>Tenant Compact work should help clarify.</p>

HEADLINE ACHIEVEMENTS

Strengthened tenant involvement at WCC

Existing strong legacy improved to achieve wider and more representative engagement through the digital surveys supported by an incentive scheme.

Tenants Satisfaction Survey - STAR

TACT membership

Improved reach into the district by moving meetings out of the Guildhall and now out of sheltered schemes.

Property Services Customer Insight review









Reviewing their approach to collecting feedback for the service of most importance to tenants.

Lawn House - resource for tenant involvement

Fire Safety Resident Engagement Plan

Christmas Involved Tenant thank you event

NEXT FOCUS

-  Tenant Compact
-  Digital surveys & Focus Groups
-  Scrutiny reports recommendations
-  Tenant Satisfaction survey actions
-  Leaseholder Review – including Engagement
-  Tenant Led Diversity Group
-  Tenant training programme review - wider, more varied and inclusive based on Nov 2019 digital survey responses
-  Govt Green Paper – New Deal for Social Housing priorities

TOPICS

 Fire Safety

 Property Services - customer insight

 Service charges

 Listening to views

Questions

