



TENANT ENGAGEMENT EXPERTS

tpas

Is your engagement smart enough?

Find out how our clients are using our insights and feedback to explore exciting new ideas.

what is the Smart Review?

Our quick and easy 'Smart Review' combines a mini independent assessment of your approach including looking at key documents and short interviews with staff and residents. The result will offer your organisation;

- A clear view of comparison of your service against our standards;
- An independent and external validation of the scope and quality of your approach to involving residents in the design, delivery and scrutiny of the homes and services you provide against the Tpas National Tenant Engagement Standards
- An assurance that your approaches are inclusive, evidencing the commitment you have to going the extra mile in ensuring that your services meet residents diverse needs
- Peace of mind for all your current and potential tenants, residents and partners
- Highlight and our promote of any great practice;
- An action plan on improvements you can do in the short to longer term.

With the challenges of decreasing budgets and teams and a national focus on effective, transparent and meaningful engagement, the result is a rapid pace of change for landlords and communities.

Sometimes you need to quickly recalibrate how you involve residents, with the Social Housing Green Paper and national public enquiry findings around the corner- how can you afford not to ensure that your engagement service is the best it can be?

**"Sometimes you need to
quickly recalibrate how you
involve residents"**



6 ways we will help you 'get Smart'

Let us help you to ensure that your resident involvement service is bringing value to your communities, your organisation and your teams.

The standards we will compare your service against and are critical to ensuring an excellent engagement service are set out in point 1-6 below along with examples of great organisations and factual information;

National Tenant Engagement Standards

1

Engagement Strategy

Make sure your tenant engagement links directly to business plan objectives.



2

Resources for Engagement

Your engagement has got to be resourced to ensure it is effective in delivering planned outcomes.



3

Information and Insight

Provide access to information at the right level, at the right time, to the right people in the right way.



4

Influence and Scrutiny

Ensure tenants, leaseholders and communities can influence appropriately.



5

Community Engagement

Engage with communities and local stakeholders to develop projects and plans to meet jointly identified needs.



6

Valuing engagement

Ensure your tenant engagement outcomes will benefit stakeholder organisations, tenants, leaseholders and communities.





1.) We will look at how you make sure your tenant engagement links directly to business plan objectives; we will look at how priorities highlighted through engagement are reflected in business plan objectives, departmental strategies and operational plans; we will look at how is engagement planned to improve services and develop communities?



2.) We will look at how your engagement service is resourced to ensure it is effective in delivering planned outcomes; how you support and train staff and residents and work with volunteers. We've done great work with Dacorum BC on ensuring that all staff and tenants are part of resourcing their engagement plans.

'Get involved' is the Dacorum Borough Council's (Dacorum BC) tenant involvement strategy 2016 – 2020 and references the corporate objectives. Get involved Strategy is a very good document that makes clear links to corporate aims and sets out how tenants have been involved in development. Tenant involvement objectives are cascaded down into service plans and priorities. All team plans refer to RI and Core strategies developed with service users.

Aldwyck Housing Association has a good Volunteering Strategy that ensures greater diversity and younger people involvement.

Fact File

- 1 Did you know that our first annual Tpas national engagement survey found that most engagement activities are currently focusing on repairs and housing management? In fact, if you align your engagement activity to core housing management activity it becomes really easy to monitor and measure the impact and changes.
According to our survey two thirds of respondents feel that tenant engagement is valued or highly valued in their organisation and that tenant engagement strategies inform business priorities yet still one third feel that it is not valued.
An effective engagement strategy is a critical foundation to successful resident involvement, be sure to reference key aims across the whole organisation service objectives and policy.
Nearly 70% of respondents to our survey said that their organisation has a dedicated staff team and more than half say their organisation has a staff team of 2-10 whose primary role is engagement



3. We will look at how you are utilising resident information effectively; how you use insight, gather opinions and use technology to gather opinions.



4. We will look at how you ensure, tenants, leaseholders and communities can influence and scrutinise appropriately.

Dacorum BC have had IT issues in terms of various programmes that do not 'speak' to each other reducing efficiency- contact Emily-Rae.Maxwell@dacorum.gov.uk to see how they are overcoming this. Dacorum have also rolled out Digital Skills classes in sheltered schemes. This was a result of 60% of older people not being active online. One tenant interviewed is now a digital champion and can explain how 'getting digital' has improved his access to old friends via facebook and reduced isolation.

South Yorkshire Housing Association's scrutiny panel has pioneered working digitally and has driven changes in the way the landlord uses digital platforms to gather customer insight. Estuary Housing Association scrutiny panel has just achieved a quality assured scrutiny award for excellence- they carry out impact assessments on scrutiny activity.

Fact file

2

Our survey found that up to 25% of engagement is commonly via digital channels and foundations are in place for an increase over the next 12 months.

Our survey found that nearly 75% of respondents say that they have some involvement in reviews of key services and many offer a panel approach to scrutiny yet also task and finish, inspectors and mystery shopping is growing.



5. We will look at how you engage with communities and local stakeholders to develop projects and plans to meet jointly identified needs; we will look at how you ensure engagement is planned, monitored and measured to achieve social, environmental and economic outcomes which link to the organisations business plan objectives.



6. We will look at how you ensure your tenant engagement outcomes will benefit stakeholder organisations, tenants, leaseholders and communities; looking at how you ensure partnerships are effective and activities result in changes for the benefit of the organisation, tenants, leaseholders and communities.

Plymouth Community Homes have an excellent and joined up approach to community development which links to equality and diversity objectives and delivers far reaching outcomes and benefits for the community. Impact assessments are a regular occurrence.

Dacorum BC and Osbourne partnership is a good example of procuring additional social economic benefit and managed through a legacy document and frequent reporting. An update is set out in their most recent Annual report that states Osbourne supported over 82 community initiatives in Dacorum of which over 5401 local people benefited from.

Fact file

3

Our national survey found that many organisations do not track the impact of engagement, only 42% do. Most focus on financial efficiency however many other impacts are being reported such as elimination of waste and improvements in key social and environment indicators too.

Increasing financial and resourcing pressures facing organisations, assessing what works and what doesn't in terms of cost and impact is critical to ensure you stay ahead and are Smart.

We invite organisations to talk about good practice to our members regional forums, national conferences and place all great documents into our resource hub.



TENANT ENGAGEMENT EXPERTS

tpas

the tenant engagement experts

We bring landlords and tenants together. Because together we can find solutions, save money and bring lasting change to communities.

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