

Meeting of:	Homes and Safe Communities Scrutiny Committee
Date of Meeting:	Wednesday, 05 February 2025
Relevant Scrutiny Committee:	Homes and Safe Communities
Report Title:	Tenant and Leaseholder Engagement Strategy Update
Purpose of Report:	To note progress of the delivery of the Tenant and Leaseholder Engagement Strategy action plan
Report Owner:	Miles Punter - Director of Environment and Housing
Responsible Officer:	Farida Aslam, Senior Neighbourhoods Manager
Elected Member and Officer Consultation:	Committee Reports finance – Rachel Williams
Policy Framework:	This report is within the Policy Framework and Budget.
<p>Executive Summary:</p> <ul style="list-style-type: none"> • The report updates members on the delivery of the Tenant and Leaseholder Engagement Strategy 2022 - 2025. The report highlights actions achieved to date and any outstanding work that needs to be taken forward between now and the end of 2025. • The strategy has 57 actions which need to be completed by 2025. Currently, 47 actions have been completed, 7 actions are currently being worked on and 3 actions are yet to be started. All the outcomes set out in the action plan are on target to be delivered by the end of 2025. 	

Recommendation

1. That Scrutiny Committee considers the report, and the progress made to date, on delivering the objectives and actions set out in the Strategy.

Reason for Recommendation

1. To ensure that actions being delivered under the Tenant and Leaseholder Engagement Strategy provide an effective means for all council tenants and leaseholders, to have an opportunity to shape the services they receive.

1. Background

- 1.1 The Tenant and Leaseholder Engagement Strategy was presented to Homes and Safe Communities Scrutiny Committee on 12 January 2022. Feedback from the Scrutiny Committee was incorporated into the final strategy which was approved by Cabinet in October 2022 (Cabinet Minute C108). It was agreed that Homes and Safe Communities Scrutiny Committee would receive regular updates regarding progress made, implementing the strategy.
- 1.2 The Strategy had four priority themes, which were:
 - To INVOLVE tenants and leaseholders to work to cocreate and develop tenant & leaseholder centred services that are meaningful and offer value for money.
 - To INVEST in staff and financial resources to enable the development of tenant and leaseholder driven services.
 - To support tenants & leaseholders to help INFLUENCE and shape current services, projects and initiatives from a service users' perspective and to help tenants and leaseholders realise their potential and
 - To LISTEN AND VALUE feedback ensuring that our tenants and leaseholders feel that their opinions count.
- 1.3 Significant progress has been made since the approval of the strategy with over eighty percent of the actions complete. A detailed action plan included as Appendix A, shows progress against each action. Currently, forty-seven actions have been completed and are marked as green, seven actions are currently being worked on and are marked as amber and three actions have been put on hold or are yet to be started.

2. Key Issues for Consideration

- 2.1 The vision for the Tenant and leaseholder engagement strategy is:

“To create a culture where we develop and maximise the opportunities for tenants and leaseholders to contribute towards creating tenants and leaseholders centred services”

- 2.2 The actions undertaken over the last 2 years, go to the heart of this vision. Key actions such as Service Quality Assessors - scrutiny panel – and the housing management team leading on mainstreaming tenants’ involvement, have been key to developing a paradigm shift and developing a culture around putting tenants at the heart of things. It is recognised that there are barriers which prevent people who have grown up in rural areas from being able to stay. These barriers include access to affordable, suitable accommodation. This can result in people being forced to move away, which then threatens the future sustainability of some rural areas
- 2.3 In terms of increasing tenant involvement over the last two years, a Tenant profiling exercise was completed and contact made with all residents, asking them if they would like further information on how to get involved. Sixty residents expressed an interest of which, forty residents attended an ‘Introduction to Tenant Participation’ training session. Following on from this, twenty-three new members were trained and inducted to join the Tenant Working Group. A ‘buddy’ system was used, with the previous cohort of tenants supporting the newer ones. Of the twenty-three new members, fourteen tenants continue to be engaged.
- 2.4 Dedicated “get involved” pages have been created on the Vale Homes council website:

<https://www.valeofglamorgan.gov.uk/en/living/Housing/Vale-Homes/Get-Involved.aspx>.

One action yet to start is online/hybrid Digital Working Group meetings. Part of the reason for this has been the Working Group members like to meet face to face rather than online. Work will commence on online/hybrid Digital Working Group meetings in February 2025, to ensure that those who can’t attend face to face meetings can take part online.

- 2.5 The ‘Get Involved’ leaflet provides information on the various ways in which tenants can get involved – this information is also now contained within the Tenant Handbook. Information is also provided in the tenant newsletters. These leaflets/ documents have provided clarity on the range of opportunities that exist and who to speak with, alongside a dedicated email address for follow up queries.

<https://www.valeofglamorgan.gov.uk/Documents/Living/Housing/Vale-Homes/Get-Involved/Get-Involved-TP-Leaflet.pdf>

- 2.6 A review of the current Tenant Compact has been completed and the new Tenant Compact was relaunched in December 2023. The Compact sets out how we aim to work with tenants over the 3 years of the duration of the strategy and allows residents to understand the role of Tenant Participation, without having to read the long Tenant and Leaseholder Engagement strategy document. The Compact can be found on the website via this link –

<https://www.valeofglamorgan.gov.uk/Documents/Living/Housing/Vale-Homes/Get-Involved/Tenant-Compact-Eng.pdf>

- 2.7 A comprehensive induction and training programme is now available to all tenants that wish to be involved- over forty tenants have already been trained, the training plan can be found here

<https://www.valeofglamorgan.gov.uk/Documents/Living/Housing/Vale-Homes/Get-Involved/TP-Training-Programme.pdf>. In addition to this, all tenants joining the tenant participation structures are sent information about TPAS Cymru (The Tenant Participation Advisory Service) and are encouraged to attend any training sessions offered to tenants. Furthermore, all Neighbourhood Managers are signed up to the TPAS Newsletter and have taken advantage of the free training available.

- 2.8 All housing staff have undertaken an introduction to Tenant Participation training. In addition, a number of staff members regularly attend the local authority TPAS network. This ensures that staff understand the importance of Tenant involvement.

- 2.9 In terms of how tenants have been supported to help influence and shape Housing services, the Service Quality Assessors (SQA) an internal housing scrutiny panel was launched last year. A number of service reviews have been undertaken, these include a gas service review led by tenants supported by the Community Investment and Involvement Officer. A review of the Tenants Handbook and New Tenant Welcome Pack was also completed. Currently, the SQA's are reviewing the website and reviewing the new draft Anti-Social Behaviour policy and procedure.

- 2.10 The SQA's have also worked collaboratively with the corporate team, to provide feedback on the wider Council website and tested web pages before they went live. Members of the group will now be part of a wider review of the repair service – looking at the service from a customer perspective and providing suggestions for service improvements.

- 2.11 Vale Homes will now be sending its fourth newsletter which was developed with the support of a panel of tenants – these tenants are part of the editorial panel for the newsletter and advise what kinds of articles they would like to see and whether the newsletter is tenant friendly.

- 2.12 Undertaking the various actions under the New Tenant and Leaseholder strategy has highlighted the need for further work needed in the coming years, which includes the review of the current support we provide to our tenants and residents groups – this work and the remaining actions that we need to undertake will commence in the New Year.
- 2.13 In terms of valuing our tenants feedback, a “You said we did” document will shortly be published, covering changes made following feedback. Also, all tenants that are involved in tenant involvement activities with the Housing team are rewarded through the ‘Value in the Vale’ reward scheme, further information can be found in the following link. <https://valueinthevale.com>
- 2.14 The biannual STAR satisfaction survey will shortly be sent to all Council housing tenants. Feedback from this will help establish whether the work undertaken over the last few years has resulted in an improvement in 2 key areas:
1. the need for the organisation to listen and act on tenants’ views and
 2. the need to keep tenants informed.
- 2.15 Whilst feedback from the current Working Group is very positive, further work needs to be done to highlight the efforts being made – to listen to tenants in order that service delivery can be improved, and tenants are put at the heart of things.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

Long term

- 3.1 The strategy action plan is part of the planned approach which aims to ensure that services to Council housing tenants continue to improve in the long term, and customers can access the services they need when they need them.

Prevention

- 3.2 The approach to tenant and leaseholder engagement ensures that services provided remain focussed and relevant and meet the needs of tenants and leaseholders. Tenants and leaseholders have the best knowledge of their local areas, and which services are required, therefore involving them in service design and key decisions will ensure that services are fit for purpose and neighbourhoods continue to thrive.

Integration

- 3.3 The Strategy action plan is supporting a holistic approach to customer service which is focussed on outcomes and problem resolution, ensuring that different Officers and teams work together to bring about solutions to complex problems.

Collaboration

- 3.4 The delivery of the strategy and action plan is resulting in active collaboration with tenants and wider departments within the council to deliver high quality services.

Involvement

- 3.5 Better tenant and leaseholder engagement leads to an improved understanding of the ways in which tenants want to collaborate with the Council. It has been possible to provide clarity of ways in which involvement can take place both formally and informally as well as embracing new tools such as the participate portal.

4. Climate Change and Nature Implications

- 4.1 There are some benefits to expanding opportunities for tenant engagement via digital means.

5. Resources and Legal Considerations

Financial

- 5.1 The Tenant and Leaseholders Engagement Strategy is being delivered within existing departmental resources. Financial investments are being made from the tenant participation budget and expenditure is monitored regularly.

Employment

- 5.2 There are no direct employment implications arising from changes to Local Lettings Policies.

Legal (Including Equalities)

- 5.3 There are no direct legal implications arising from this report. The Strategy action plan is designed to ensure that all tenants and leaseholders have an opportunity to get involve and influence the way services are delivered. This includes people who may not have taken part previously and vulnerable people, who may require more assistance. The Strategy also takes account of the need to make communications available in English and Welsh.
- 5.4 The public sector equality duty (see section 149 of the Equality Act 2010) came into force in April 2011. Public authorities like the Council are required, in carrying out their functions, to have due regard to the equality needs set out under s.149 of the Equality Act 2010 to:
- eliminate discrimination (both direct and indirect), harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010.

- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
 - good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 5.5 The Council must also comply with the specific equality duties imposed by the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011, SI 2011/1064 (“the Regulations”), particularly regulation 8 (imposing specific duties to make arrangements for assessing the impact of its policies/practice and monitoring of the same).
- 5.6 A full Equality Impact Assessment was undertaken as part of the development of the New Tenant and Leaseholder Engagement Strategy, to ensure the Council complies with its equality duty.
- 5.7 No actions were identified which would have a negative impact on any of the protected characteristic groups. Actions have been put in place within the strategy to monitor who is currently engaged in our participation structures in order that we have a baseline which we can use to measure equality of access

6. Background Papers

None.

“To create a culture where we develop the opportunities for tenants and leaseholders to contribute towards high quality services”.

Objective One:

✓ To **INVOLVE** our tenants and leaseholders to cocreate and develop services that are meaningful and offer value for money.

Action No	Action	Intended outcome	Lead	Target date	Progress	Status
Internal Staff Cultural Change Actions						
1.1	To develop and launch an internal Housing Cross Departmental working group to lead and monitor the strategy delivery an action plan	All departments have shared ownership of the TP strategy and an input.	SNM (CI & Older People)	April 2022	Internal cross departmental working group was launched in September 2021	
1.2	Working group to feedback to internal departments on changes made following tenant involvement actions – in the form of an annual update called “Tenants and Leaseholder, you said – we did”, demonstrating impact and importance of involvement.	Showcase the value and impact of TP and why it is important so all service areas	Housing working group	Dec 2022 Dec 2023 Dec 2024	Feedback has been provided at the internal working group and a full report on “You said we did” is being drafted ready for the next newsletter.	
1.3	Ensure tenant data is kept up to date in line with GDPR – develop a tenant profiling/insight project. Using baseline data over the next 3 years report annually the increase in data collected	GDPR compliant by holding correct up to date tenant data	SNM (CI & Older People)	May 2022 May 2023 May 2024	Phase one of the Tenant Insight work is completed Phase two of the project to be initiated after the new CRM system is installed.	

1.4	Between 2021 – 2024 develop 3 projects by using data gained from tenant profiling/insight to improve services and make business decisions	Projects developed & delivered based on tenants expressed need and customer satisfaction increased	Community investment team	April 2024	Data used to target 3 projects. 1. Targeted a recruitment campaign on getting more working group members– 60 members identified – 27 engaged with 14 new members regularly attending. 2. Targeted employment and skills development support project - over 100 identified – all contacted 25 engaged 3. Targeted Digital support project - 50 individuals identified – 23 engaged	
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Actions to Promote Increased Involvement

Action No	Action	Intended outcome	Lead	Target date	Progress	Status
1.5	Understand through the Tenant Profiling exercise how much interest there is Tenant and Leaseholders participation and what tenants want – follow this up with clear actions.	An action plan in place to translate interest into engagement and increase number of new engaged tenants	Housing working group	Sept 2022	Targeted plan undertaken. 60 residents engaged with - 40 attended an introduction to TP meeting - 23 new members trained and inducted and buddying system initiated, 14 tenants continue to be engaged.	

1.6	To develop a dedicated webpage related for Tenant and Leaseholder on Tenant & Leaseholder engagement detailing how to get involved, who to contact where to go for further information.	Clarity provided to tenants on how they can get involved	SNM (CI & Older People) & STL Officer	December 2022	Dedicated “get involved” pages developed on the Vale homes web pages. The web pages explain how to get involved, provide information leaflets on how to get involved, cover the various groups tenants can be involved in – include key contact details- dates of meetings -and information around the Tenant Participation Strategy the Tenant Compact. As well as a Jargon Buster and a training leaflet https://www.valeofglamorgan.gov.uk/en/living/Housing/Vale-Homes/Get-Involved.aspx (valeofglamorgan.gov.uk)
1.7	Develop a menu of options where tenants and leaseholder barriers to involvement are reduced, encompassing both “informal” and “formal” involvement, which includes a mixture of face to face and remote engagement via where residents can “dip in and out”	A clear range of options available to all residents to get involved	Housing working group	June 2022	Menu of options developed and available on the council website - also covered in the TP training induction plan. See Tenant Compact https://www.valeofglamorgan.gov.uk/Documents/Living/Housing/Vale-Homes/Get-Involved/Tenant-Compact-Eng.pdf
1.8	Develop a suite of leaflets/flyers which provide details of how tenant and leaseholder can get involved & ensure all department have access to this information	Paper and electronic information formatted information to all residents	SNM (CI & Older People)	June 2022	Get involved leaflet devised. Information included in the tenant handbook & information provided in the newsletters. https://www.valeofglamorgan.gov.uk/Documents/Living/Housing/Vale-Homes/Get-Involved/Get-Involved-TP-Leaflet.pdf

1.9	Ensure the Tenant Handbook contains details of involvement structures providing clarity to all new tenants on how to get involved	All new tenant provided with the handbook and how to get involved at the outset of their tenancy	Housing Working Group	June 2023	Information contained in the Tenant Handbook https://www.valeofglamorgan.gov.uk/Documents/Living/Housing/Vale-Homes/InfoDocuments/Contract-Holder-Handbook.pdf	
1.10	Using data collected from engaged tenants' group and data from Tenants Insight re access to the internet, ensure the new structure has new ways of engagement involving social media/digital engagement.	Tenant Participation in the Vale will include traditional and new ways of involvement accessible to all in real time	Housing working group	Dec 2023	Vale Homes has worked closely with TPAS Cymru to offer opportunities to feed into research in relation to tenants on issues that affect them. We regularly share the Tenant Pulse questionnaires which TPAS produce - we have social media accounts, Facebook for example and engage with our tenants via this means.	
1.11	Working with the Community Investment team develop a Vale Wide Younger people forum	Options available for younger people voices and ideas to be heard.	Community Investment	April 2023	This work has not yet commenced	
1.12	Seek 4 nominations per annum from each area of the Housing Managers of working age tenants and develop a new working age tenants working group team.	NM and their teams refer in new tenants for involvement activities	NM	May 2022	Managers and Assistants are making referrals resulting in four new tenants actively engaged.	
1.13	Work closely with the tenant Working Group and the Quality Design Forum and develop a programme of ambassadors who will help mentor the new tenants' working group into their role.	New members supported via older members and participating in onboarding and sharing their tacit knowledge.	SNM (CI & Older People) & STL Officer	Sept 2022	An ambassador/buddying system was put in place. The long-standing involved tenant's members are supporting new tenants as their mentors.	

1.14	Launch a new tenant led scrutiny Panel called "Service Quality Assessors" (SQA) who will undertake service reviews and mystery shopping exercises.	Tenant led deep dive into the scrutiny of service providing staff insight into what tenants want to see to improve service delivery	Community investment and Engagement officer	April 2022	Service Quality Assessors (SQA) (scrutiny panel) has been launched. Several reviews have been undertaken, these include a gas service review - review of the Tenants Handbook, review of The Welcome Packs – currently on going is the review of the website and the review of the Anti-Social Behaviour and procedure.	
1.15	Produce regular updates to tenants via newsletters biannually – (Neighbourhood/Scheme newsletter)	To keep tenants updated with development in their local area and housing matters	NM & Senior Managers	December 2022	Newsletters are now being sent in the sheltered housing schemes- two biannual newsletters are also being sent to all residents.	
1.16	Produce one annual Vale Homes newsletter to all tenant covering annual outcomes achievements and impact of involvement activities	Keep tenants informed by an annual review of outcomes and overview of the coming years activities.	Head of service with Senior managers	Dec 2022 Dec 2023 Dec 2024	Vale Homes will now be sending its 5th Newsletter - initially starting off with one per year, last year we increased this to two per year, as a result of feedback from STAR survey identifying communication as a key issue that needs to be addressed.	
1.17	Develop and Launch new leaseholder's forum - allowing leaseholder into statutory and service-based consultation and engagement exercises.	Offering leaseholder, a formal opportunity for involvement	Leasehold Officer	June 2022	This action is currently on hold	
1.18	To ensure QDF plays a key part in building safety assurance by creating effective channels to question and change - taking on board lessons from Grenfell	Tenants contributing to health and safety assurance	Quality Design Forum	Dec 2024	This work is ongoing - recent examples include sending assurance letters regarding cladding to residents, and tenants participating in interviewing contractors when awarding contracts for works.	

Objective Two:

✓ To **INVEST** resources to help shape of high-quality services

Action No	Action	Intended outcome	Lead	Target date	Progress	Status
Internal Staff investment - Cultural Change Actions						
2.1	Develop and deliver a training programme on TP for all current staff members on Vale Homes New Tenant & Leaseholder engagement strategy - Providing clarity on staff members roles and the new engagement infrastructure	Staff buy in and awareness of their roles within TP	Senior N Managers	Sept 2022	A training programme was delivered to all staff members on the new engagement strategy providing clarity on the new TP approach. Leaflets were made available, and staff sign posted to the website.	
2.2	Using the TP training programme ensure all new staff member undertake the training as part of their induction.	New staff members clear about their role in relation to TP at the start of their appointment	SNM's	Sept 2022	Newly appointed staff members are advised of the TP approach - and provided with information leaflets & sign posted to the website.	
2.3	Strengthen the current Tenant & Leaseholder involvement process by creating clear leads for each of the tenant involvement intervention, including, Community Investment/Involvement officers – Housing Officer/Manager and Senior Tenant liaison office delivering a seamless and joined up approach	Shared ownership of TP across the directorate – responsible officers leading their respective areas	Housing working group	July 2022	Clarity on roles has been provided, one Community Investment Officer now leads on informal consultation and is supporting tenants and resident's groups with funding applications - another Involvement Officer leads on Service Quality Assessors work – a further Officer leads on digital engagement work - and all other Officers feed into general TP engagement work.	

2.4	Using the internal Tenant and Leaseholders group develop alignment with CI and NMs in order to maximise output from the work of the TLO's. 2 pieces of joint work to be undertaken	Joined up service delivery and reduction in silo working	Housing working group	March 2023	Work is being undertaken with the Housing Managers/ Assistants and the Community Investment team on joint projects -examples include the work on the clean slate project in the St Lukes and St Pauls estate in Penarth which focus on making the area cleaner – greener – healthier and connected.	
2.5	A budget of £107,000.00 will be invested in T&L Participation work	Clarity on budget provided to tenants and staff member to measure value for money and establish a cost baseline for TP activity	Housing working group	May 2022	Clarity and a defined budget have been provided for TP activities.	
2.6	Recruit 3 kick start officers to undertake the tenant profiling work	Resources drawn into supporting tenant profiling and creating a culture of collecting up to date data	SNM (CI & Older People)	April 2022	Tenant profiling data phase one, working with kickstart officers has concluded - we now have a good baseline of up-to-date tenant data, we now need to build on this when the new CRM system is installed.	
2.7	Recruit Community Investment Apprentice to support alignment and comms work with Community Investment – Housing management and TP team.	Resources drawn in to support additional TP activities through CI Apprentice	SNM (CI & Older People)	Sept 2022	A Community Investment and Comms Apprentice has been recruited and has completed her first apprenticeship in business admin, currently completing a second apprenticeship in advice and support work. This Officer has led on the work to increase our online profile around tenant participation activities	

2.8	Take advantage of the annual TPAS Cymru membership – all housing ensuring staff member undertake TPAS overview training.	Access and support available via annual membership for staff and tenants	Housing working group	March 2024	All housing staff have undertaken an introduction to TP training, in addition several staff members regularly attend the local authority TP network - more recently managers have attended the ASB good practise sessions	
2.9	Ensure housing staff managers signed up to TPAS bulletin and attend relevant training.	To access and free and reduced cost training for staff and tenants	Housing working group	June 2022	All Managers are signed up to the TPAS Newsletter - and have taken advantage of the free training available.	

Actions to invest in Tenant and Leaseholder

Action No	Action	Intended outcome	Lead	Target date	Progress	Status
2.10	Analyse and undertake a full review of the effectiveness of current TP structures using the feedback from: <ul style="list-style-type: none"> ➤ the current groups and ➤ from the Tenant Profiling exercise agree and implement the new structure	TP structures are fit for purpose for the delivery of new TP strategy 2021 – 2024	Housing working group	January 2023	A full review off the TP structures were undertaken - a new approach to TP is now being undertaken with a full training programme.	
2.11	Conduct a review of the current Tenant Compact within the next 12 months – the compact offers financial support to Tenant and Resident groups. The review group to ensure it is fit for purpose going forward	Compact is fit for purpose for the delivery of new TP strategy 2021 – 2024	Housing working group	Sept 2022	A review of the current Tenant Compact was conducted - the Tenant Compact what's updated and relaunched in December 2023. The compact can be found on the website https://www.valeofglamorgan.gov.uk/Documents/Living/Housing/Vale-Homes/Get-Involved/Tenant-Compact-Eng.pdf	

2.12	Launch the new Tenant Compact and raise awareness amongst staff, tenants and leaseholders.	Tenants and leaseholders aware of support available through Compact	Housing working group	Jan 2023	The Tenant Compact was formally launched in December 2023	
2.13	Community Investment team to support current groups with Digital Inclusion initiatives offering support with getting online – developing skills to embrace new technology to commence remotely meeting	Staff and Tenants equipped to embrace digital technology to offer TP in new and innovative ways	CI team	June 2022	The Volunteering and Digital engagement participation officer has been leading on the digital inclusion work. We now have 6 digital buddies, who provide training to fellow tenants on how to get online. We've also worked with partner organisations such as Digital Communities Wales and ability net to offer training to our digital volunteers. All tenants of the working group who were unfamiliar with using digital technology have now been trained and upskilled and provided with kit to help them get online.	
2.14	Using the role of the Community Investment Apprentice increase our social media presence and promote of tenant involvement opportunities.	Increased cohort of engaged resident	CI Apprentice	Jan 2023	We have a proactive social media presence - with an active Facebook Vale homes page - Value in the Vale volunteering website – and LinkedIn account. All of which advocate opportunities for involvement.	
2.15	Ensure tenants who become involved in more formal Tenant and Leaseholder involvement structure are offered an induction/training overview about the TP process in the Vale ensuring they understand their roles.	Tenant and leaseholder trained and supported in their roles.	Housing working group	Ongoing	A comprehensive induction and training programme is available - over 40 tenants have been trained	

2.16	Raise awareness amongst engaged residents and Leaseholder about TPAS Cymru training and support available.	Trained, supported and confident tenants involved in participation	Housing working group	Ongoing	All engaged tenants are sent information about TPAS Cymru training and events - all engaged tenants have been on at least one session with TPAS Cymru	
2.17	Using tenant profiling develop two insight data related projects to help target groups who are currently underrepresented.	Diverse range of tenant engaged	Housing working group	Jan 2023	This work is currently being developed - we're targeting a group of young mums in the St Lukes and St Pauls estate - and we'll be looking to do something similar in other areas.	
2.18	Ensure training opportunities are offered for individual tenants to improve employability and skills via the Opportunity Knock programme	Tenants holistically supported to improve employment prospects	CI team	Ongoing	75 tenants have been supported with Employment and skills training. 9 have found employment and 4 have been supported with a work placement.	

Objective Three:

- ✓ To support tenants & leaseholders to help **INFLUENCE** and shape current services, projects and initiatives from a service users' perspective.

Action No	Action	Intended outcome	Lead	Target date	Progress	Status
Internal Staff Influence - Cultural Change Actions						
3.1	Following completion of Star survey offer all housing teams an insight session on Star Satisfaction survey result, ensure staff member understand key result areas we need to improve on.	Staff clear on key areas for improvement	Head of Housing	Bi -annually	Action plan developed and shared at team meetings	
3.2	All managers to ensure Tenant and leaseholders Strategy updates from the Working group are fed into team meetings.	Staff clear on development and process in TP work	Housing working group	Ongoing	Feedback on TP work is provided at Team meetings	
3.3	Community Investment team to lead the development to take forward scrutiny work of the Service Quality Assessors	Clear lead and commitment to tenant scrutiny	CI Team	June 2022	Service Quality Assessors (SQA) scrutiny panel has been launched several reviews have been undertaken, these include I gas service review - review of the Tenants Handbook review of The Welcome Packs – going forward there will be a review of the Website and the Review of the Anti-Social Behaviour and procedures.	

3.4	Monitor complaints share data with the Service Quality Assessors to identify service areas in need of review and or mystery shopping	Tackle the highest complaint areas to improve service where need is greatest	Community Investment (E Lead)	April 2023	Work with the SQA is progressing and several reviews have been undertaken. Ways of reviewing specific service area complaints is being considered.	
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Actions to help Tenant and Leaseholder Influence decisions

Action No	Action	Intended outcome Measure	Lead	Target date	Progress	Status
3.5	Offer Tenants the opportunity be to be part of the scrutiny service: "Service Quality Assessors" allowing tenants to make recommendations on improvements.	Scrutiny work and improvement recommendations at the Vale are tenant led	Community Investment (E Lead)	May 2022	SQAs are proactively recruited from the Working group of wider tenant base, information has been included in newsletter – we currently have about 8 SQA's	
3.6	Offer leaseholders the opportunity be to be part of the biannual leaseholder forum" allowing leaseholders to make recommendations on improvements.	Leaseholder voice is "heard", and they are supported to influence decisions	Leaseholder Officer	March 2023	This work is currently on hold	
3.7	Provide working age tenants options to participate in remote consultation via digital means undertake 3 consultations via digital means	Options for digital engagement provided – which can be access anytime increasing participation opportunities for all	Housing working group	April 2022– April 2025	Work has started on this by means of sharing tenant impulse surveys via TPAS Cymru – we are also commencing use of the Participate portal – housing staff will be undertaking training on this which will allow us to undertake consultation via digital means	

3.8	Work with tenants' group to undertake a review of Tenant Handbook as the first pilot scrutiny project	Learn lesson from the first scrutiny opportunity and clarity process for feedback in scrutiny	Community Investment (E Lead) & Housing and Strategic Projects Team Leader	May 2023	The Service Quality Assessor undertook the review of the handbook – the handbook was updated and relaunched on the website https://www.valeofglamorgan.gov.uk/Documents/Living/Housing/Vale-Homes/InfoDocuments/Contract-Holder-Handbook.pdf	
3.9	Housing Managers to provide opportunities to engage with local tenant and leaseholders respect of local Neighbourhood Action Plans and spending estate budgets	Opportunities supported by financial budget	NM	Annually	Local estate budget spend is aligned with the needs of local communities	
3.10	Community Investment team to provide residents the opportunities to have their say in community development projects on local estates	Tenant engaged and felt consulted and have active buy in in projects.	CI Team	At the outset of new project	Projects completed within communities such as Everybody's Garden, Gibby Greenfingers, Information Pod and Food Pod Penarth.	
3.11	Provide opportunities for tenants and leaseholder to be part of the editorial panel for annual newsletter from head of services	Tenants actively involved in producing publication and have shared ownership	Head of service	October 2022	We have 3 tenants who are part of the editorial panel who with officers to develop the newsletter.	
3.12	Provide opportunities for tenants to be part of the annual Festivale – fun day event planning group	Tenants actively involved in producing Festivale and have shared ownership	STL Officer	Annually	The Festivale was replaced with the Annual TP event which is conducted in December each year this is now in its 3 rd year.	

3.13	Develop an interim tenants Digital working Group which will help develop tenant digital champions and guide Vale homes on how to move forward with Digital Tenant & Leaseholder Participation	Tenant participation offered via digital means working with tenants.	Community Investment (E Lead)	October - 2023	Digital buddies group developed and growing. Working closely with Vale homes officers to progress digital engagement. Sessions delivered in sheltered schemes and Hub and individual session to working group members.	
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DRAFT

Overarching Objective:

- To **LISTEN AND VALUE**, our tenants and leaseholder opinions by undertaking reviews and providing feedback.

Action No	Action	Intended outcome	Lead	Target date	Progress	Status
Internal Staff Influence - Cultural Change Actions						
4.1	Tenants and Leaseholders internal working group to ensure all action and commitments made in the strategy are delivered and reported to internal staff within the housing directorate and are shared with tenants	Staff to see the importance and the impact of the strategy	Housing Working Group	June – 2022 March 2025	Ongoing	
4.2	Monitor and ensure the two areas from the STAR satisfaction survey where Vale Home secured low results are increased as part of the 2021 – 2024 TP strategy 1. the need for the organisation to listen and act on our tenants' views 2. the need to keep tenants informed To see an increase satisfaction from the 2019 STAR	Increase in % of tenants who feel their views are listened to and acted on Increase in % if tenant who feel they are kept informed.	Housing and Strategic Projects Lead	June– 2022 June - 2024	2025 STAR survey being developed	

4.3	To work with Housemark and continue to submit data allow up to benchmark against other similar size L/A housing providers to ensure we reach upper quartile in the above two areas.	Vale Homes working to continuously improve its performance	Housing and Strategic Projects lead	April – 2022 March 2025	Ongoing	
4.4	Implement recommendations from SQA and follow up with relevant service areas and all other relevant groups within the T & L participation structure.	Tenants' recommendations are adopted fed back to services areas and tenants – tenant thereby feeling “heard” and opinions valued.	Community Investment (E Lead)	June – 2022 March 2025	Feedback provided to the Tenants and residents working group	

Actions to help Tenant and Leaseholder Influence decisions

Action No	Action	Intended outcome	Lead	Target date	Progress	Status
4.5	Ensure tenants and leaseholders have the opportunity to continue to run large scale tenant satisfaction survey every two years in order to drive improvements in standards.	Compare data with previous years feedback & compare with other sector peers to improve performance		2022 & 2024	The STAR survey is conducted every two years	

4.6	Put in place an action plan to address issues identified in tenants survey	To act on feedback from tenants and leaseholder resulting in increased satisfaction	Housing & Strategic Projects Lead	Jan 2023	Feedback taken to the working group	
4.7	Develop an annual "you said we did" publication featured in annual newsletter detailing to tenant and leaseholders' actions we have taken following feedback.	To report on what changes we have made following feedback – and increase communication with tenants and leaseholders	Head of Service	Dec 2022 - 2024	Feedback has been provided at the internal working group and full report on "you said we did" is now being drafted ready for insertion in the next newsletter.	
4.8	To undertake a review of the current monthly surveys on specific issues e.g. ASB, new lettings etc. and monitor feedback from updated surveys reporting to the SQA	To develop a work plan for SQA – (where there is dissatisfaction that's where SQA will focus).	Community Investment (E Lead) & SQAs	Oct 2025	Action not started yet	