

Appendix A

Summary of feedback: Tenant Participation Strategy 2020-2023

In total, we received feedback from around 40 tenants. This was a mix of online surveys and discussions with our tenants at local Community Centre drop-in events and attendance at a local TARA. This also includes feedback from our Tenant Scrutiny Panel. Below is a summary of the feedback provided:

Survey Results

- 70% of respondents felt the draft was easy to read and understandable. Only 1 respondent did not, and the rest were undecided.
- 68% said the information within the draft was useful and the rest were undecided.
- Of the 4 practical objectives included in the draft:
 1. Providing development and training opportunities for tenants: this was the most split of the objectives with 43% saying this was very important to them and 46% saying important. 2 respondents were undecided on its importance and 2 did not think it was important (this was the only objective which received this vote).
 2. Improving communication and transparency: this was overwhelmingly popular, with 84% of respondents saying this was very important to them, and the rest saying it was important.
 3. Increase and improve feedback methods for communication: 78% of respondents felt this was very important, 16% felt it was important and 2 respondents were undecided.
 4. Provide a wide range of accessible engagement opportunities: 60% felt this was very important and 32% important. 3 respondents were undecided.
- Of the comments made:
 - Respondents stressed the importance of listening to tenants, making improvements and trying to get younger tenants more involved.
 - Some felt the draft may be a little long, but that the information was needed.
 - Respondents felt the information was clear and nicely presented.

Interviews

- Tenants were happy with the objectives of the strategy, but showed some scepticism as to whether the actions within the strategy would be implemented (not specific to this strategy, but more a general comment on strategies and plans that the Council look to implement).
- Tenants felt we offered the right amount of options for them to get involved with tenant engagement activities, and especially liked the short surveys. They also liked the idea of us taking a modern approach to try and hit different demographic groups. However, they felt we did not publicise the options available as much as we could (which we hope the Menu of Engagement will combat).

- In terms of the services we currently offer, one of the most popular was the Neighbourhood Officer surgeries, where tenants can meet with the officer at a local venue and ask questions.
- They had positive things to say in regards to SDC's website, stating it was easy to use and liked the capability to translate to other languages.
- They also liked the idea of having a Tenant's Forum, as this would allow tenants to meet each other and discuss matters which affect them. They liked the idea of hearing from different tenants in different areas of the district, as they may have a different point of view.
- They also like the idea of tenant participation being more informal, as long as results are achieved from the meetings etc.
- One issue noted by some tenants which affected their want to engage with us was a lack of effective communication between various teams, such as Property Services, external contractors and NYCC. Poor communication understandably frustrated tenants and created a feeling of apathy.