

## **Appendix C**

### **Tenant Participation Strategy: Action Plan 2020 – 2023**

<b>Aim:</b>	<b>Actions:</b>	<b>When will we do it by?</b>	<b>Who will do it?</b>	<b>What will success look like?</b>
<b>1</b>	Investigate whether our tenants want a designated disability group as part of our engagement offer to them.	December 2019	Tenant Participation Officer	Consultation with tenants completed as to their requirement/want for a designated disability group, and any recommendations taken forward.
<b>1</b>	Pilot a 'Tenants Forum' in relation to 2020's Annual Report (allowing all tenants involved in tenant engagement to come together and scrutinise the Council's housing service delivery).	October 2020	Tenant Participation Officer	Tenants Forum will have successfully taken place and considerations as to whether this should become an annual event.
<b>1</b>	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.
<b>1</b>	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	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.

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<b>2</b>	Ensure Selby District Council remain up to date with all current legislative requirements and best practice in	Continuing	Tenant Participation Officer	SDC is at the forefront of tenant engagement in the region and remains up to date with all current

	relation to tenant engagement.			legislative requirements.
<b>2</b>	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.
<b>2</b>	Assist both tenants and staff with the adoption of the new online 'Tenant Portal' when it goes live (estimated to be 2020).	July 2020	Tenant Participation Officer Business Transformation Team	Tenants and SDC staff are comfortable using the new tenant portal and feel it benefits tenant engagement activities.
<b>2</b>	Ensure we communicate with all tenants via their preferred method and appropriately meet their needs. This includes providing communication in various languages and formats.	Continuing	Tenant Participation Officer	SDC hold a register of tenants who would prefer communication in another format and ensure this is adhered to.

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<b>3</b>	Improve and increase Selby District Council staff attendance at relevant tenant engagement events, such as the Repairs and Maintenance group.	December 2019	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.
<b>3</b>	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.

<b>3</b>	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 the Tenant Participation Officer.	Continuing	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.
<b>3</b>	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.

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<b>4</b>	Continue to develop our professional network with other local authorities and registered housing providers in order to share good practice in regards to tenant engagement.	Continuing	Tenant Participation Officer	SDC network will have grown and engagement activities improved due to the sharing of this good practice.
<b>4</b>	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	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.
<b>4</b>	Establish what kind of engagement offer would be desired by Selby District Council's leaseholders and ensure this offer is made and maintained.	January 2020	Tenant Participation Officer	SDC leaseholders will have been consulted on their requirements in regards to tenant engagement, and any recommendations taken forward.

