



North Warwickshire
Borough Council



TENANT PARTNERSHIP AGREEMENT

2025-26

ACHIEVEMENTS & FORWARD WORK PLAN

TO ALL NORTH WARWICKSHIRE BOROUGH COUNCIL TENANTS

The Tenant Partnership Agreement (the Agreement) has been reviewed by the Borough Wide Tenants Forum (the Forum), Officers of the Council and elected members and demonstrates our continued commitment to working more closely together. The aim of the Agreement is to set out how tenants can have a greater say in the way housing services are delivered through a range of opportunities for involvement. The Agreement outlines how you can become more involved, and we hope that more tenants will take up this invitation to influence the housing services delivered by the Council. The Council is committed to listening to our tenants and working to improve the services that we provide. All parties to the Agreement will meet at least twice per year to agree work priorities and monitor progress. A copy of the Tenant Partnership is available on the Council's website www.northwarks.gov.uk/downloads/file/322/tenant-partnership-agreement

The Borough Wide Tenants Forum is an independent group of people who meet bi-monthly to represent all Council Tenants in North Warwickshire. The Forum helps to shape policy and decisions that affect all Council tenants. Meetings offer an opportunity for issues that are important to tenants to be raised with Council Officers so that improvements can be made to how the housing service is delivered. Members of the Borough Wide Tenants Forum also undertake independent tenant-led scrutiny projects. During 2024-25 the Tenant-Led Scrutiny Panel has undertaken two scrutiny projects looking at Repairs and Anti-Social Behaviour. You do not need to be a member of the Forum to take part in a scrutiny project, we are looking for more tenants to join the Tenant Scrutiny Panel. If you would like to get involved in a scrutiny project, want to know more about it or have any suggestion on what you think they should be looking at please contact the Neighbourhood Services & Tenant Involvement Officer, 01827 715341, tenantparticipation@northwarks.gov.uk.

The Borough Wide Tenant Forum has welcomed three new members during 2024-25, one from Hartshill, one from Polesworth and another from Baddesley Ensor. The Forum are keen to develop new ways of engaging with tenants so that more tenants can get involved in a way to suit them. New members are always welcome, if you are interested in joining the Forum or finding out more, please contact the Neighbourhood Services & Tenant Involvement Officer, 01827 715341, tenantparticipation@northwarks.gov.uk.

We want to give all our Tenants a voice because every Tenant Matters. We are developing how we are engaging with Tenants offering a range of ways to get more involved. If you prefer, you do not need to attend a meeting in person, we offer hybrid meetings so that you can attend a meeting remotely or you can participate by completing a survey or by letting us know if you have an idea or suggestion for improvement. If you have a complaint or compliment, please do not sit in silence, we want to know about it so that we can learn and make improvements that will benefit all Tenants. Email: complaintsandcompliments@northwarks.gov.uk. More information about our complaints policy can be found on the Council's website www.northwarks.gov.uk/compliments-complaints-2/housing-complaints

This document sets out the key achievements during 2024-25 and the Forward Work Plan for 2025-26. It explains our vision for involving tenants and how they can get more involved in shaping the delivery of the housing service.

We would like to thank all partners for their assistance in making these achievements. The Borough Wide Tenants Forum and elected members meet twice a year to agree how they can work collaboratively to meet agreed objectives and help improve the services delivered by the Housing Division.

The key achievements made by the Borough Wide Tenant's Forum and partners to the Agreement during 2024/25 were:

- Reviewing the Council Housing Service Standards and Key Performance Indicators to ensure they meet the required regulatory requirements.
- Monitoring the quarterly key performance information and making suggestions for improvement.
- Reviewing the Council's compliance with the Social Housing Regulators Consumer Standards and the Complaints Code of Conduct, noting any areas for improvement and actions to be taken.
- Monitoring the quarterly complaints and compliments performance information and making suggestions for improvement.
- Considering feedback from the Social Housing Regulators recent inspections and Housing Ombudsman conference, identifying actions to strengthen the Council's performance and compliance against the Consumer Standards.
- Completing two tenant-led scrutiny projects focusing on Reporting a Repair and Anti-Social Behaviour, both areas of the service recognised as being important to Tenants.
- Reviewing the Council's Fire Safety Management Policy and the arrangements for fire safety in blocks of flats having regard for the lessons learned from Grenfell Tower enquiry.
- The Borough Wide Tenant's Forum has received regular updates on the review of the Maintenance Service, including bringing the gas heating service back in house.
- Reviewing the Asset Management Plan for Council Housing. The Asset Management Plan provides a framework to enable the Council to manage the housing stock proactively and helps to ensure that resources for maintaining the assets in good condition and investments made are clearly focussed.
- TPAS Silent Voices Workshop – the Council and members of the Borough Wide Tenant's Forum attended a workshop to help inform how we will reach and engage with all Tenants. The Council is to develop a strategy for improving the data we hold about tenants and how this can be used to better understand our tenants and their needs. An Equality, Diversity and Inclusion Policy was considered by the Forum and approved by the Resources Board in September.

- Assisting with the review of the Homelessness Strategy and Action Plan by attending a workshop and giving a customer experience prospective.
- Reviewing the information provided to tenants regarding the cost of living rises and where they can find help and support.
- Contributing to the Tenants Link Newsletter and promoting the work of the Forum.
- Reviewing and monitoring the actions for housing as stated in the Climate Change Action Plan
- Representing the Borough Wide Tenants Forum at Tenant Participation Advisory Service (TPAS) conference events and other membership events – understanding, learning, and sharing ideas with tenants from other areas.
- Local tenants meetings have been held throughout the year across the Borough. These have enabled individual tenants to find out more about the housing services that are delivered, to report any issues or concerns and feedback their experience of the service. Where possible issues that are reported are acted upon straight away. Key themes have been identified that will help inform improvements to the service or feed into future stock improvement programmes.

OUR VISION

“ To give every tenant the opportunity to have a say about how and what services are provided for them in a way that suits them, to listen and use their feedback to make improvements ”

To achieve this vision, tenants and the Council will:

- Provide different ways for tenants to get involved
- Be honest, open and transparent
- Be welcoming and accessible to every tenant
- Consult widely and listen to feedback
- Work together to deliver change and improvement

BENEFITS OF GETTING INVOLVED

Gaining views from tenants is vital for Housing Services to obtain an understanding of customer needs and aspirations and to constantly enhance and improve services. We are committed to working in partnership with tenants to ensure they have the opportunity to influence decisions about the management of their homes in the area they live and to ensure the services they receive provide value for money.

Involving tenants at a level they choose results in many benefits for both customer and landlord:

- To empower tenants to have a real say in how the housing service is delivered
- To achieve a more responsive and improved service
- To ensure that services provided reflect tenant's needs
- To enhance accountability by having diverse representation on the various involvement groups
- To achieve continuous improvement in service delivery
- To improve the community and environment and promote sustainability
- To improve communication between the Council and tenants and strengthen awareness of each other's perspectives, organisational and financial limitations
- Informed and knowledgeable tenants who have both the skills and confidence to influence decisions
- Building mutual respect and understanding
- Increased tenant satisfaction with homes and neighbourhoods

Simple changes can often make a significant difference to people's lives. We aim to ensure that during the process of tenant consultation in relation to a particular topic or service, we listen to the information tenants tell us and do something about it. Where this might not be possible, for example, due to resource limitations, we will explain why and work with tenants to look at alternatives.

TRANSPARENT SERVICES

We want to ensure our services are transparent and that the Council promote accountability to tenants. We therefore welcome feedback and involvement from all tenants in all aspects of our services whether this is through formal or informal involvement. Tenant contributions help us to improve our services to ensure we are an effective and efficient landlord.

OUR APPROACH

The Council offers a range of ways for tenants to get involved in a way that suits them. However you choose to get involved, we will LISTEN to your feedback and ACT to make improvements to the way in which the housing service is delivered. The heart of our approach is to listen to our Tenants Voice.

OPTIONS FOR GETTING INVOLVED

There is a wide range of options available to tenants who wish to get involved in the Housing Service. The involvement options are detailed in the Tenant Partnership Agreement and our Tenant Involvement leaflet www.northwarks.gov.uk/downloads/file/322/tenant-partnership-agreement and are designed to ensure that all tenants can get involved at a level they choose. All tenants can have their say in a way that they are comfortable with and that fits their lifestyle. You may choose to get involved through just one involvement option or in an area that is of particular interest to you, or you may decide to get involved through several options and in several areas.

All of the options will need some level of commitment. This ranges from half an hour on an occasional basis, through to several hours a month. To help tenants decide which options might suit them, we have graded them and explained the amount of time commitment required.



LOW (OCCASIONAL)

This can just be a one-off commitment, for example

- Reading letters, leaflets and completing tenant surveys and questionnaires.
- Participating in focus groups, in person or remotely
- Attending informal local meetings
- Attending home improvement liaison meetings



LOW (REGULAR)

This would be agreeing to give a little of your time occasionally, for example

- Becoming a Mystery Shopper to test how housing services are delivered
- Joining the Editorial Group, submitting articles to contribute to the Tenants Newsletter



MEDIUM LEVEL

This would be agreeing to a more regular commitment of your time, for example

- Attending a local Community Panel Group – these are tenant led and focus on what is happening in your local neighbourhood



HIGH LEVEL

This would involve a higher level of commitment of your time as meetings will be held regularly. You would be required to take part in discussions, reading and commenting on documents and sharing information with local tenant groups, for example

- Joining The Borough Wide Tenants Forum which meet at least every two months and has an important role in guiding housing policy, strategy and service development
- Joining the Tenant Scrutiny Panel – this is a tenant-led group that meet regularly at least every two months to scrutinise different aspects of the housing service and make recommendations for improvement. This will require you to contact other tenants to find out about their experience of the service. Any tenant can get involved in a scrutiny project.
- Attending a Task & Finish Group about a particular aspect of the housing service

FORWARD WORK PLAN & MONITORING PROGRESS

The Forward Work Plan identifies the work programme for tenant involvement and engagement during 2025-26. The Borough Wide Tenant's Forum have a key role in promoting tenant involvement and encouraging other tenants to get more involved. The Forward Work Plan will be reviewed at least quarterly to ensure progress is being made in accordance with the agreed timescales.

The Council undertakes an impact assessment to evaluate the outcomes of all the tenant involvement activities carried out during each year. The impact assessment measures and evaluates tenant involvement and the difference it makes to the housing services provided by the Council. This enables us to focus on those initiatives that provide the best outcomes. You can find more detail on what's been achieved and the latest impact assessment outcomes report on the Council's website www.northwarks.gov.uk/downloads/file/56/tenant-outcomes-report-2024-2025



The Council is required to act in accordance with the Social Housing Regulators Consumer Standards. The four standards are:

- Safety and Quality Standard
- Transparency, Influence and Accountability Standard
- Neighbourhood & Community Standard
- Tenancy Standard

Tenants are at the forefront of each standard, but engagement and involvement with tenants is specifically covered in the Transparency, Influence and Accountability Standard. The outcomes we must deliver are about being open with tenants, treating tenants with fairness and respect so that they can access services, raise complaints, influence decision making and hold their landlord to account.

The Council will monitor and report on the Tenant Satisfaction Measures required by the Social Housing Regulator which will include:

- The percentage of tenants satisfied with the overall service provided
- The percentage of tenants satisfied that we listen to their views and act upon them
- The percentage of tenants satisfied that we keep them informed about things that matter to them
- The percentage of tenants satisfied with the opportunities for participation in management and decision making

Our Annual Report to tenants is available on the Council's website **www.northwarks.gov.uk/downloads/download/76/annual-housing-reports**

FORWARD WORK PLAN 2025-26

Action point	Action	Timescale/Completion date
1	Review the Tenant Partnership Agreement ensuring the information is clear and concise.	Commence Dec 2024, Complete by April 2025
2	Review the information about the housing service on the Council's website to ensure it is clear, accurate and up to date. Investigate potential for other social media channels.	On-going
3	Undertake an impact assessment to evaluate the outcome of tenant involvement and scrutiny activities.	Commence Dec 2024, Complete by April 2025
4	Develop a revised format for performance reporting that includes Tenant Satisfaction Measures, Complaints & Compliments and feedback from the Tenant-Led Scrutiny Panel.	On-going
5	Consider and monitor quarterly performance reports and make suggestions for improvement.	Performance Reports to be considered every quarter (July, October, January, April)
6	The Tenant-Led Scrutiny Panel to develop a forward work plan. This year's projects include but are not limited to (to be agreed). The Scrutiny Panel will provide update reports to the Borough Wide Tenant's Forum on the progress of projects.	Scrutiny project timescales to be agreed
7	To follow up on actions agreed following the 'silence voices' training. Plan the process for gathering data we hold about tenants and how this can be used and developed to ensure we are addressing individual needs and delivering a fair access to services.	Timescales to be agreed
8	Monitor the Action Plan set out in the Asset Management Plan 2023-2026 and establish task and finish groups where appropriate.	Monitor quarterly. Timescales are determined in the Asset Management Plan
9	The Borough Wide Tenants Forum to consider ways to ensure NWBC tenants are aware of help and support available to them regarding the cost of living crisis.	Work on-going
10	Produce an Annual Report to inform tenants of the performance of Housing Services.	October 2025
11	Produce 2 tenant newsletters focusing on the work of the Borough Wide Tenants Forum and good news stories.	March 2025, October 2025

USEFUL CONTACTS

North Warwickshire Borough Council Housing Staff

Officers in the Housing Division, can be contacted via the Council's Customer Contact Centre by calling 01827 715341.

Tenant Involvement & Tenant-Led Scrutiny

Email: tenantparticipation@northwarks.gov.uk

Complaints & Compliments

Email: complaintsandcompliments@northwarks.gov.uk

Customer Contact Centre

Email: customerservices@northwarks.gov.uk

Housing Services

Email: housingservices@northwarks.gov.uk

Repairs

Email: customerservices@northwarks.gov.uk

Website

www.northwarks.gov.uk

Write to:

Housing Division, North Warwickshire Borough Council,
South Street, Atherstone, Warwickshire, CV9 1DE

Borough Wide Tenants Forum

Chair - Mr Roger Price

Email: tenantparticipation@northwarks.gov.uk

Vice Chair - Mr Percy Rooke

Treasurer - Vacant

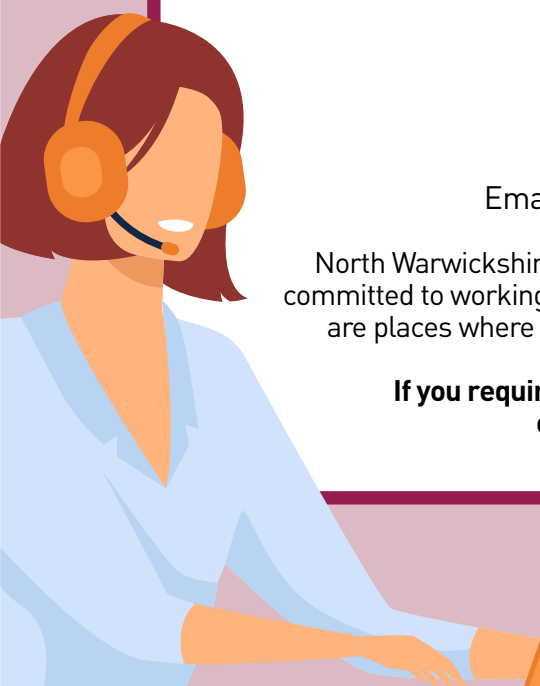
Tenant Led Scrutiny

Chair - Mrs Sue Healy

Email: tenantparticipation@northwarks.gov.uk

North Warwickshire Borough Council and the Borough Wide Tenants Forum are committed to working in partnership with tenants to ensure that our neighbourhoods are places where people choose to live and can contribute to their community.

If you require a version of this document in large print, audiotape or in another language, please contact us.





North Warwickshire
Borough Council

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