



Tenant Involvement Impact Assessment Outcomes Report April 2025 to March 2026

Introduction

Welcome to North Warwickshire Borough Council's Tenant Involvement Outcomes Report. This report has been produced with input from members of the Borough Wide Tenants Forum and shows the impact of tenant involvement throughout the year.

Tenant Involvement

North Warwickshire Borough Council is committed to listening to the views of their tenants in how services are delivered. Tenant involvement offers assorted options and gives an opportunity to share views on issues that are important to you and your community and can also have an influence on the way services are delivered and improved to meet your housing needs.

Impact Assessment

An impact assessment measures and evaluates tenant involvement and the difference it makes to housing services provided by the Council. This report identifies what has changed as a result of tenant involvement and the impact tenant involvement has had.

The report is produced for:

Tenants – as it provides information on changes that have occurred due to tenant involvement.

North Warwickshire Borough Council – as it helps us to evaluate areas that have benefited from tenant involvement and the impact that involvement has had on housing services.

Partners – as it illustrates the benefits of partnership working and continuous improvement.



Borough Wide Tenants Forum

Purpose

The Borough Wide Tenants Forum, established in 1999, is an independent group of people who meet bi-monthly to represent all tenants in North Warwickshire. Members of the Borough Wide Tenants Forum help 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.

7th May 2025 Annual General Meeting

Angela Coates Director of Housing delivered a presentation on the Borough Wide Tenants Forum achievements over the past 26 years. In celebration, there was reflection on all the excellent work the forum has been involved in, remembering old members and welcoming new. Photographs marked a series of events throughout this time.

Meeting held on 11th June 2025

Local Government Re-Organisation – Chief Executive
Review of Void Property Service
Tenant Led Community Panel Arrangements Review

Meeting held on 20th August 2025

Anti-social behaviour leaflet

The ASB Policy and Procedure has been reviewed and revised, a focus is now on the ASB handbook and updating ASB information provided on the website. Christine Ashton from Ark Consultancy joined the meeting to go through a draft of the ASB handbook to generate discussion. The leaflet will form the basis for the Council website.

Meeting held on 4th September 2025

Performance Information & Framework
Adaptations to Council Properties
Complaints Annual Report
Vacant Property Standard
Revised ASB leaflet for review

Meeting held on 16th December 2025

Vacant Property Standard
Review of Forward Work Plan for 2025/26
Local Issues

Meeting held on 18th February 2026

Letter from Secretary of State – Social and Affordable Housing

Tenant Satisfaction Measures and Compliance Performance Overview Quarter 3

Outcomes & Achievements

From the Forward Work Plan the Borough Wide Tenants Forum committed to the following:

- Review & publish the Tenant Partnership Agreement
- Keep the information on the website under review
- Consider the format for receiving performance information
- Scrutiny Panel to develop a forward work plan
- To follow up on actions following the silent voices training
- Monitor the Asset Management Plan - Action Plan
- Consider the impact of cost of living rises on tenants
- Review the climate change action plan relevant to housing
- Ensure an annual report is produced
- Help produce two newsletters

There are notable achievements in the Forum's engagement activity this year:

- Challenging decisions about the type of shower that is used in adaptations
- Challenging the type of ventilation fans that are used
- Piloting the use of home environment monitors
- Scrutiny of ASB service & full engagement with the review of the service
- Scrutiny of the service tenants use to report a repair
- Review of Vacant Property Standard
- Met with Housemark to discuss Tenant Satisfaction Measure performance
- Agreed a framework for performance reporting
- Considered targets setting for key performance indicators
- Considered performance reports which included information on the capital programme
- Reviewed the annual report about complaints and how complaints are being managed
- Reviewed the new policy position for providing adaptations to meet disability needs
- Considered the implications of new Government regulations for tenants

A new member from Atherstone has joined the Borough Wide Tenants Forum this year and has made valuable contributions to the work of the group.

Tenant Led Scrutiny Projects

Purpose

A Tenant Led Scrutiny Panel will decide on a service to use as a project for scrutiny. A report is produced for Senior Management of the Scrutiny Panels findings and recommendations for improvement.

Meeting held on 23rd April 2025

Meeting held on 16th July 2025

Meeting held on 24th September 2025

Meeting held on 19th November 2025

Meeting held on 21st January 2026

Outcomes

- Considered Performance reports
- Reviewed Complaints and Compliments, how complaints are managed and how to learn from them
- Tenant Led Scrutiny Panel is now established following completion of two exercises, reporting a repair and anti-social behaviour.
- Revised Maintenance to Properties roles and responsibilities leaflet
- Produced a short transactional survey which can be used online or by telephone by designated officers to get real-time feedback about tenants' experiences of the response repair service.
- Considered new timescales with the introduction of a 90-day turnaround for complex response repairs
- Considered how to demonstrate and evidence that there is regard to tenant disability, chronic health, or a vulnerability, showing that reporting a repair is tenant-centred & meets the consumer standards.
- Revised policy for dealing with anti-social behaviour
- Revised procedures have been developed
- Housing Management Team have introduced new software REACT to record and help manage ASB cases to streamline processes. It provides staff with automated, timely actions that need attention
- Helped to produce an anti-social behaviour leaflet
- Reviewed website information

Task and Finish Working Group

Purpose

Task and Finish Groups are used for one off pieces of work about a particular aspect of the service. This may involve a specific task that requires completing and has a beginning and an end. Once the task or tasks have been completed the group will not need to meet again unless there are further tasks identified.

Vacant Property Standard meeting held on 5th November 2025

The Vacant Property Standard has been slightly amended over time but has seen no major changes. Some forum members have previous experience being involved in the voids process, others have recent experience of moving into a property and able to offer feedback into how the service worked in practice.

Outcomes

- The forum considered the standard in detail to ensure that no obvious items are missing.
- Following a review of the standard, changes have been made, and the Vacant Property Standard has been revised.

Tenant Led Community Panels

Purpose

Community Panels offer an opportunity for local residents to meet to discuss local neighbourhood issues, identify areas of concern, agree priorities and service improvements and organise community activities. Each Community Panel has an allocated pot of money to achieve environmental improvements to local areas. Suggestions and ideas for improvements are shared and agreed during the meetings and an environmental improvement bid may be submitted by the Community Panel.

Outcomes

- Following discussion with the Borough Wide Tenants Forum, the general view over recent years is that tenants are happy to attend meetings but no longer want a formal constituted group.
- It has been agreed; the terms of reference will be abolished in favour of community meetings and local groups with the criteria for small environmental improvements to be considered and agreed with the forum.

Informal Local Tenants Meetings

Purpose

Tenant meetings are informal meetings giving tenants an opportunity to meet with Council officers. Concerns or local issues can be reported during the meeting and actioned accordingly giving a proactive response. Our aim is to provide effective customer service, and by tenants sharing their views and suggestions with us, it provides feedback for us to make improvements to our service delivery. It is also valuable to learn when we get things right by tenants letting us know. We promote tenant involvement during the meeting and provide information on the various tenant involvement activities that are available.

Meeting areas and dates:

Ansley Village 5th March 2025

Kingsbury 9th April 2025

Dordon 30th April 2025

Wood End 21st May 2025

Fillongley 25th June 2025

Coleshill 7th July 2025

Mancetter 22nd July 2025

Polesworth 6th August 2025

Ridge Lane 1st September 2025

Hartshill 16th September 2025

New Arley 22nd October 2025

Water Orton 12th November 2025

Baddesley Lower 27th November 2025

Old Arley 4th December 2025

Outcomes

- 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
- 213 issues have been reported during the meetings
- 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
- Tenants can raise repairs where these have been reported to the Council but not actioned, or the tenant is not satisfied with the work
- Opportunity to find out whether tenants have damp or mould in the property to enable action from a designated surveyor
- Feedback on tenant's experience of the Housing service
- Tenants can raise issues that are important to them and find out more about how the housing service operates and what to do if they need to contact us, make a complaint or compliment
- A record of meeting notes and issues raised at the meetings is retained by the Council
- Provides tenant literature such as information leaflets
- Local tenant's meetings have provided further information to encourage tenant involvement, resulting in a new member to the Borough Wide Tenants Forum
- Finding a link in local tenant's meetings and the Borough Wide Tenants Forum

Training and Information Sessions

Purpose

Training and information sessions are offered to members of the Borough Wide Tenants Forum to share information and to gain a better understanding on chosen topics.

Outcomes

- Tpas membership has been arranged for four additional members of the Borough Wide Tenants Forum
- Tpas National Tenant Scrutiny Conference on 7th October 2025 in Loughborough. Scrutiny Unlocked - From Insight to Impact
- The Borough Wide Tenants Forum attended Triton Showers on a factory tour to gain information on shower models to look at and challenge decisions about the type of shower that is used in adaptations which is an Omnicare shower designed with a lower temperature setting to avoid skin burns.
- Silent Voices Workshop was held on 11th March 2026. The workshop was delivered by Jonathan Earnshaw from Tenant Partnership Advisory Service (Tpas) The training helped to identify tenants who are not contacting the Council, reasons that may be preventing contact, and to consider options for identifying and engaging with them. The workshop helped to understand the background of silent voices, the several reasons why people are silent and the best way to engage

Telephone Surveys, Tenant Surveys and Questionnaires

Purpose

Surveys are to obtain feed-back, gain views and comments from tenants on housing services. This enables tenants to have their say on the services provided.

Outcomes

- Results from surveys and questionnaires are communicated back to tenants through the Annual Report.
- Feedback is used to understand the perception of tenants with the delivery of housing services.
- Tenant satisfaction survey mailed to tenants in September to obtain their feedback on housing services.
- Tenancy Services Officers carry out tenancy visits to inspect the property and obtain information and feedback about their tenancy and the condition of their home.
- Stock condition surveys for decent homes data continue to be carried out. Data gathered and feedback obtained during the visit will determine future programs of work.
- Telephone surveys to obtain feedback following completion of a repair

The Council sought its satisfaction feedback from tenants using a postal survey. We have used a postal survey for many years and have found it productive in receiving the number of returned surveys required to ensure results are valid. We do offer an option for tenants to respond using e-mail, but most return the paper form in the post. The tenant satisfaction survey was mailed out to 2523 tenants; 526 tenants responded to the survey to give us their views. The survey asks questions which are required by the Regulator for Social Housing. This helps us understand tenant's views about our service.

Planned Maintenance and Improvement Consultations

Purpose

Consultations are arranged to provide information and to obtain feedback on specific subjects. They provide an opportunity to listen to tenants and leaseholders and obtain their views.

Outcomes

- Improvement work has been carried out to flats throughout the borough by our contractor WATES Living. Various consultation meetings have been arranged both before and during the work, and a dedicated tenant liaison officer has been on hand to keep tenants informed on the planned work and to offer an up-to-date progress report.
- Consultations provide information and discussion on improvement works, allowing the contractor carrying out the work to be introduced to tenants.
- Questions and concerns can be addressed during the consultation.

Newsletter & Information Leaflets

Tenants Link Newsletter

Purpose

The newsletter is produced to provide information to tenants on housing services, work of the Borough Wide Tenants Forum and good news stories.

Outcomes

- Newsletters provide advice to tenants on critical issues, service performance, and changes in service delivery, it also includes key issues helping to keep tenants informed
- Involves tenants in design and content.
- Tenants are encouraged to contribute their ideas and good news stories.
- Involves tenants to enter competitions
- Encourages more tenants to become involved

Tenants Welcome Pack Folder

Purpose

A folder has been introduced to hold and contain all information leaflets to hand out to new tenants at the start of their tenancy.

Outcomes

- All information leaflets can be kept together to refer to throughout the tenancy
- Welcome pack folder revised September 25 to include name and address insert on front cover

Tenants Handbook

Purpose

The tenant's handbook provides valuable information to tenants at the start of their tenancy from moving in to moving on.

Outcomes

- It sets out rights and responsibilities as a tenant and what to expect from the landlord.
- It provides useful contact details.

Advice about Fire Safety in Flats Leaflet

Purpose

The Council has a responsibility to ensure that the structure of buildings and communal areas within them meet the fire safety requirements. Fire risk assessments identify and put in place all measures to reduce the risk of a fire starting, quickly spreading, or producing lots of smoke that will put lives in danger.

Outcomes

- The leaflet provides information and advice to tenants living in flats.
- Safety information for communal areas is provided on good housekeeping, store cupboards, mobility scooters, and no smoking policy.
- Safety information for flats is included, smoke alarms, electrical appliances, and fire doors.
- Advice to tenants has meant their co-operation to clear personal belongings from communal landings to provide good housekeeping and safe spaces
- Leaflet revised May 2025 to include safety measures on Lithium – ion batteries
- Fire safety advice information hand delivered to all tenants and leaseholders in flats to inform them of the Council's requirements and actions to safeguard occupants from fire risks. Fire safety advice is also included in new tenant's start-up pack

Maintenance to Properties

Purpose

The Council is responsible for the structure, fabric and fixtures and fittings of the property and will prioritise works according to their urgency. The leaflet provides a guide to timescales for addressing different repair work, some of which is carried out as part of planned maintenance programs.

Outcomes

- The leaflet identifies responsibilities of the tenant and those of the landlord for internal and external repairs.
- Provides information and safety advice on asbestos.
- Provides information on how to report damp and mould in properties or repairs that could contribute or cause damp and mould.
- Leaflet revised February 2025 to update legislation and a guide to timescales

Housing Management & Maintenance Service Standards

Purpose

The standard of service you can expect to receive from the Council as a landlord including the allocation of properties as well as management and maintenance. The standards meet national requirements set out by Government. Included are local commitments which are particular to North Warwickshire.

Outcomes

- The leaflet sets out the standard tenants can expect from the service
- Service promises and actions have been discussed and agreed upon with the Borough-Wide Tenants Forum

Damp & Mould

Purpose

The leaflet sets out how the Council intends to deliver effective management and maintenance services to address and improve property conditions that cause damp and mould.

Outcomes

- Provides information on types of damp
- Encourage tenants to report issues with damp and mould
- Inform on the Councils responsibilities and service standards giving fixed timeframes for responding to a report of damp or mould
- Leaflet revised January 2026. It accords with the requirements of Awaab's Law 2025

Anti-Social Behaviour Leaflet

Purpose

We expect a reasonable level of tolerance between neighbours. Anti-social behaviour covers a range of behaviours from low level nuisance to serious harassment. The Tenancy Services Team acts to ensure that tenancy conditions are maintained and work with Council tenants so that they understand and abide by the terms of their tenancy agreement.

Outcomes

- An anti-social behaviour leaflet has been produced with help of the Borough Wide Tenants Forum
- The leaflet has been introduced to provide information on what is and is not considered anti-social behaviour
- The sort of behaviour the Council can take action against
- What action can be taken
- Response times and partnership working

Annual Report

Purpose

Every year the Council publishes performance information about the Landlord services it provides for its tenants over the financial year.

Outcomes

- Provides information on performance and spending
- Results from surveys and questionnaires are communicated back to tenants through the Annual Report

Communal room activities

Purpose

We encourage the use of communal rooms across the borough. There are twenty rooms offering activities that are organised and run by tenants. Communal rooms are mainly for the use of the sheltered scheme tenants who organise a wide range of activities including coffee mornings, social evenings, prize bingo, craft club and history group. Communal rooms are also used by sheltered scheme tenants for special occasions to celebrate with family and friends.

In certain circumstances communal rooms may be hired out to external organisations for a fee providing the activity of the organisation is appropriate to a sheltered scheme.

Outcomes

- Thursday 8th May 2025 marked the 80th anniversary of VE day with communities coming together, decorating communal rooms to hold parties and fun activities in celebration.
- In September, sheltered scheme tenants hosted coffee mornings raising funds for Macmillan. Cakes and coffees were on sale, and everyone enjoyed friendly conversation and company in aid of a great cause.
- New groups have been set up offering a variety of new activities increasing the use of communal rooms. Hudson Avenue communal room provides a comfortable and convenient venue for Coleshill Parkinson Café. There have been new craft & chat groups in Polesworth and Grendon offering a variety of crafting techniques. Digby Road, Hudson Avenue and Penmire communal room provide a meeting place for dementia care groups.
- Community activities offer an opportunity to meet with neighbours for company and a friendly chat in a pleasant and comfortable environment.
- Improves community cohesion and community spirit.
- Helps to build good neighbour relations.

