



Borough wide Tenants Forum



Tenant Involvement Impact Assessment Outcomes Report March 2024 to April 2025

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 on how services are delivered. Tenant involvement offers various 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.

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.

This report identifies what has changed as a result of tenant involvement and the impact that tenant involvement has had.



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.

Meeting held on 17th April 2024

Performance information overview.

Tenant Partnership Agreement/Forward Work Plan 2024/25

8th May 2024 Annual General Meeting

The guest speaker for the event was Susan Hartland Smith from Warwickshire Wildlife Trust. Susan is the Tame Valley Wetlands Manager, working to protect and restore nature. Susan gave a remarkably interesting presentation on the aims and projects being undertaken to address declining biodiversity in the UK and locally. Warwickshire Wildlife Trust have contributed trees and, with the help of volunteers, has created and developed a community garden at Piccadilly near Kingsbury, where some of our tenants live.

Meeting held on 17th July 2024

Feedback about the review of services against the Consumer Standards Equalities, Diversity & Inclusion Policy Draft

Tenant Partnership Agreement & Forward Work Plan 2024-2025

Meeting held on 25th September 2024

Performance update Quarter 1

Capitol Programme – verbal update

Fire Safety Management Policy

Ventilation fans

Meeting held on 20th November 2024

Arrangements for fire safety in blocks of flats

Update on review of Maintenance Service, including bringing the gas heating service back in-house

Feedback from the Social Housing Regulators' recent inspections & Housing Ombudsman conference – verbal update

Ventilation fan - briefing

An extended meeting to cover ventilation fans to provide further information, discuss available models, and tailor the correct model to individual needs.

Gurprit Sandhar from Vent Axia gave an informative briefing on models currently installed to reduce condensation, damp, and mould, addressing cost-effective, quieter models to extract moisture without creating heat loss.

Meeting held on 16th December 2024

Agree the Tenant Partnership Agreement

Meeting held on 15th January 2025

Performance Report update

Capitol Work Programme

Review of Maintenance Leaflet

Meeting held on 12th March 2025

Review of Tenant Led Community Panels

Vacant Property Standards

Tenant Outcomes Report 2024 2025

AGM speaker and arrangements

Outcomes & Achievements

- The Borough Wide Tenant Forum has welcomed three new members during 2024-25, one from Hartshill, one from Polesworth and another from Baddesley Ensor.
- 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 Regulator's 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. Learning has been used to help inform improvements to both service areas and to develop future scrutiny projects, for example, a new template telephone protocol and checklist for writing scrutiny reports.
- Reviewing the Council's Fire Safety Management Policy and the arrangements for fire safety in blocks of flats, having regard to the lessons learned from the Grenfell Tower enquiry.

- The Borough-Wide Tenants' 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 focused.
- 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.
- 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

Tenant-Led Scrutiny Projects

Purpose

A Tenant Led Scrutiny Panel will decide on a service to use as a project for scrutiny. Their findings and recommendations for improvement are put into a report produced for Senior Management.

Two tenant-led scrutiny projects focusing on Reporting a Repair and Anti-Social Behaviour have been completed. Both areas of the service are recognised as being important to Tenants.

Meeting held on 3rd April 2024

Meeting held on 12th June 2024

Meeting held on 21st August 2024

Meeting held on 16th October 2024

Meeting held on 4th December 2024

Meeting held on 12th February 2025

Meeting held on 17th February 2025

Outcomes

- Recommendations that are implemented as a result of the report will improve performance and accountability of the selected service area.
- Scrutiny improves customer satisfaction.

- Two scrutiny projects have been carried out and reports compiled with recommendations. Learning has been used to help inform improvements to both service areas and to develop future scrutiny projects.

Reporting a Repair

Tenant Led Scrutiny Panel's first exercise was to find out about tenants' experiences when reporting a repair. The exercise was carried out by a telephone survey contacting a percentage of tenants who had recently reported a repair. Information and feedback, including recommendations for improvement, were collated into a report for approval before going to the Resources Board in September.

The first exercise was a learning process, information from the exercise provided 2 outcomes: one to make small adjustments to the service and the other to tweak the scrutiny exercise ready for the next project.

- To produce/ develop 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.
- Review of the Maintenance Service Roles & Responsibilities leaflet, including considering a new category- complex works up to 90 days.
- Scrutiny panel to undertake a further survey to compare results to see how the changes have bedded in.
- On completion of the April 2025 survey, the findings from the report approved at Resources Board, April 2025 survey and transactional surveys, will assist in how jobs are prioritised to tailor the response repair service and the contact centre that makes the appointments.
- In addition to producing a telephone protocol to assist members of the scrutiny group. Completed and approved September 2024.
- Draft checklist for writing reports on scrutiny reviews, to ensure a consistent approach and that nothing is forgotten. Completed and approved September 2024.
- Consideration will need to be given to 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.

Anti-Social Behaviour Noise Nuisance

This exercise focuses on Anti-Social Behaviour to find out more about tenants' experiences of how their report of anti-social behaviour was dealt with. It was noted that noise-related incidents make up the largest proportion of ASB cases, therefore, it was agreed to focus on noise nuisance for the type of ASB.

The review will include suggestions for improvements and examples of how the ASB policy works so tenants have a better understanding of the timeline and possible outcomes to manage tenant expectations.

Meeting held on 17th February 2025

The Scrutiny Panel met with Diane Thompson from Housemark, who is conducting an ASB review of service to deal with complaints of ASB to enhance ASB management to enable improved case resolution, regulatory compliance, and tenant satisfaction, to produce recommendations and an action plan.

Meeting held on 27th March 2025

Diane Thompson from Housemark met with the Scrutiny Panel to give a presentation about her findings and recommendations following an anti-social behaviour review of the service.

Task and Finish 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 completion 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.

Outcomes

- Meeting with the Borough-Wide Tenants Forum on 16th December 2024 to review the draft Tenant Partnership Agreement.
The Council has had a Partnership Agreement since 2009, which is reviewed and revised annually. The Agreement outlines how tenants can become more involved to influence the housing services delivered by the Council. The Council is committed to listening to tenants and working to improve the services it provides.
- Joint meeting of the Borough-Wide Tenants Forum and Housing Task and Finish Group on 14th January 2025 to finalise the Tenant Partnership Agreement.
The Tenant Partnership Agreement sets out how Council tenants can participate in housing issues that affect them. It outlines how tenants and the Council will work together in the spirit of equal partnership, co-operation, and mutual respect to enable tenants to influence decisions about their homes and the services they receive.
- The finalised agreement will consist of two documents, the main agreement will be reviewed every 3 to 5 years, and the second, which provides an overview of achievements and the direction for the Forward Work Plan, will be reviewed annually as information will change.

Focus Groups

Purpose

These are small gatherings of between six or twelve residents and are usually one-off sessions designed to gather information on one or more issues. Focus Groups form a key part of service improvements and external inspections, which look at improving specific aspects of the housing service.

Outcomes

Meeting held on 26th June 2024

- Assisting with the review of the Homelessness Strategy and Action Plan by attending a workshop and giving a customer experience prospective.

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 in local areas. Suggestions and ideas for improvements are shared and agreed upon during the meetings, and an environmental improvement bid may be submitted by the Community Panel.

Outcomes

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There are currently 3 active panels, we continue to work proactively to encourage tenants to become more involved through various communication channels, for example, tenants' meetings, tenants' newsletters, leaflets, and the Council's website.

Meeting dates:

Arley Community Panel meeting date: 22nd August 2024

Hartshill Community Panel meeting date: 13th August 2024

Mancetter Community Panel meeting date: 27th January 2025

- Improved neighbourhoods resulting from Community Panels
- Local issues can be discussed as a group.
- Areas of concern identified can be actioned.

- Environmental improvements enhance the appearance of the neighbourhood and bring a sense of pride to local people.

Informal Local Tenants Meetings

Purpose

Tenants' meetings are informal meetings giving tenants an opportunity to meet with staff and Councillors. Any concerns or local issues can be reported during the meeting and actioned accordingly, giving a proactive response. We aim to provide effective customer service, and by tenants sharing their views and suggestions with us, provide 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:

Hartshill 7th February 2024

Old Arley 28th February 2024

Fillongley 13th March 2024

Coleshill 29th May 2024

Atherstone Central 10th June 2024

Ansley Common 10th July 2024

Atherstone North 22nd July 2024

Baddesley Lower 15th August 2024

Ridge Lane 18th September 2024

Water Orton 23rd October 2024

Baddesley Upper 6th November 2024

New Arley 27th November 2024

Ansley Village 5th March 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 and to provide feedback on 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.
- Tenants can raise repairs where these have been reported to the Council but not actioned, or the tenant is not satisfied with the work.

- Tenants are able to 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 issues raised at the meetings is retained by the Council to action accordingly.
- Improves communication
- Provides tenant literature such as information leaflets
- Local tenants meetings have provided further information to encourage tenant involvement, resulting in three tenants joining the Borough-Wide Tenants Forum this year.

Training and Information Sessions

Purpose

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

Outcomes

- The Tenant Participation Advisory Service (TPAS) regional conference was held on 30th April 2024. There's been representation from the Borough Wide Tenants Forum at conference events and other membership events – understanding, learning, and sharing ideas with tenants from other areas.
- TPAS Silent Voices Workshop 10th April 2024. 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 training helped to identify tenants who are not contacting the Council, for the Council to consider options for identifying and engaging with them. The workshop helped to understand the background of silent voices, the different reasons why people are silent and the best ways to engage.
- 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.
- Chairing Skills training delivered by TPAS on 8th January 2025
- A member of the Borough Wide Tenants Forum has been involved in a variety of training events, drop-in sessions and webinars delivered by TPAS and the Chartered Institute of Housing.

Telephone Surveys, Tenant Surveys and Questionnaires

Purpose

Surveys are used to obtain feedback, 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.
- A satisfaction survey was mailed to a percentage of tenants in October 2024 to obtain their feedback on housing services.
- The Tenancy Services Officers undertake tenancy visits to carry out an inspection of the property and to 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 on the repair service by contacting a percentage of tenants who have recently reported a repair
- Feedback cards left with tenants following a repair

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

- Major improvement work has been carried out at Abbey Green Court flats 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, the work of the Borough Wide Tenants Forum and good news stories.

Outcomes

- Newsletters provide advice to tenants on important issues, service performance and changes in service delivery, it also informs on key issues.
- Involves tenants in design and content.
- Tenants are encouraged to contribute their ideas and good news stories.
- Involves tenants to enter competitions
- Feedback on the newsletter obtained during tenants' meetings indicated that the newsletter is beneficial and helps to keep tenants informed.

Tenant Involvement Leaflet

Purpose

In addition to the Tenant Partnership Agreement, a summary leaflet of involvement activities will be produced to provide a variety of involvement options available to tenants.

Outcomes

- Encourages more tenants to become involved.
- Provides an illustrated chart of involvement activities.

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.

Tenants Handbook

Purpose

The tenant's handbook provides important 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 on communal areas is provided on good housekeeping, store cupboards, mobility scooters, and a no-smoking policy.
- Safety information for flats includes 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

Maintenance to Properties

Purpose

The Council is responsible for the structural 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 has been reviewed and revised in 2024
- The leaflet identifies the 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, and repairs that could contribute to or cause damp and mould.

Housing Management & Maintenance Service Standards

Purpose

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

Outcomes

- The leaflet has been reviewed and revised
- 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

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-one rooms offering activities that are organised and run by tenants. Communal rooms are for the use of the sheltered scheme tenants who organise a wide range of activities including coffee mornings, social evenings, indoor bowls, 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, provided the activity of the organisation is appropriate to a sheltered scheme.

Outcomes

- 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 communal room 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.

Read and download the Tenant Outcomes Report 2024-2025 digitally by scanning the QR Code below with your device.

