

Draft - Phase Two Opportunities for involvement.

Overarching process: Community Insight Model.

Q's – Why do we want to engage? Who is your target audience for this? When will it happen? How has it worked? What has been the impact?

Opportunity	Reason	Legislation/Guidance	Medium - physical or digital	Open to	Outcomes
Star Survey	To give feedback on the services that tenants receive.	Regulatory Standards (RS) 2.1.2 CP - Welcoming and responsive NTES – Community and Wider Engagement 7.1 White Paper point 5	Digital /phone.	Sample of tenants	Useful statistics and information which highlights improvements needed.
Viewpoint Survey – Transactional – weekly. Repair/Adaptation/Gas Service	Tenants can have their say on how they view our services	RS 2.1.2 CP - Welcoming and responsive NTES – Community and Wider Engagement 7.1 White Paper point 5	Digital/ phone	Sample of tenants	Spotlights specific services and highlights areas for improvements
Casual Commentator	People who just want to provide comments and feedback about the services they receive.	RS 1.1.1a CP - Welcoming and responsive CP – Caring and Compassionate NTES – Community and Wider Engagement 7.1 NTES – Complaints 4.3 White paper point 5	Digital/Phone/Letter/Email	All tenants and leaseholders	Giving tenants and leaseholders to the opportunity to comment on the service at a level to suit them
Say what you see!	Opportunity for tenants to comment on our publications i.e. Tenants Annual Report including 'See the Person'	Allows RS 1.1.1a/1.2.1 CP - Welcoming and responsive TES – Information and Communication 5.2, 5.6 White paper point 5	Digital/Post	All tenants and leaseholders	Provides publications which have been scrutinised and agreed by tenants before they are sent out to all.

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Opportunity	Reason	Legislation/Guidance	Medium - physical or digital	Open to	Outcomes
	observations and recommendations.				
Business Unit Consultations	Pool of interested tenants to address specific issues such as Voids Pilot, Kitchen and Bathrooms, Contracts, SLA's etc.	RS1.2.1e HHW Business Plan CP – Commercial and Business like CP - Welcoming and responsive NTES – Community and Wider Engagement 7.1, 7.3 White paper points 1, 2,5,6.	Physical and Digital	All tenants who show an interest. As and when required.	Allows Business Managers to get a tenant and leaseholder insight into how tenants feel about their services and also how services like their service to be delivered.
Tenant Digital App	To be able to include more tenants who traditionally may not get involved. It is also a quick way for tenants to access the service and for us to be able to get quick answers if needed.	Regulatory Standards 1.1.1.a/b 1.1.2/2.1.1. CP - Welcoming and responsive NTES – Community and Wider Engagement 7.1, White paper point 5	Digital	All tenants who express interested. Ad hoc.	Giving tenants the opportunity to make direct comments and requests to the housing service at a time and pace to suit them.

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Housing Advisory Group or suitable alternative	To give tenants a direct opportunity to influence policy by working with Senior Housing Members and Officers.	RS 1.2.1 a,b,c,d,e. CP - Welcoming and responsive CP – Caring and compassionate NTES – Governance and Transparency. 1.1. White Paper points 2,5.	Digital or Physical	Three tenants suggested from all tenants.	Giving tenants the opportunity to operate at the highest level. Make decisions prior to housing committee/cabinet stage.
Tenant Scrutiny Group (TSG)	A group of tenants from across the district supported by the TEO with information provided by Officers. Take a subject or service area and conduct a light or full scrutiny of the service. Held 4 times per year.	RS 1.2.1c,h, 2.2.1b, CP – Caring and compassionate NTES – Governance and transparency, NTES – Scrutiny 2.1-2.7 White Paper points 1, 2, 4, 5, 6.	Physical and Digital	All tenants	Allows for the scrutiny of all services within housing services
Empty Homes Quality Team	Allows tenants the opportunity to judge and appraise the current empty homes standards against actual delivery	RS 1.2.1c CP – Caring and compassionate CP- Welcoming and responsive NTES – Scrutiny White paper points 2,5,6.	Physical	Involved tenants that have received H & S training.	Standards for providing good, safe and clean empty properties will remain high.

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Local Influence Networks (LIN)	Giving tenants and leaseholders an opportunity to work with housing staff to improve services, and hold the council to account when needed.	RS 1.2.1 a-f CP – Caring and compassionate CP- Welcoming and responsive NTES – Scrutiny NTES – Co-creation White paper 1,2,4,5,6.	Digital and Physical	All tenants and leaseholders	Covering areas of Newark and Sherwood. Consultation to be held on which areas.
Central Influence Network (CIN)	A joining together of all networks to consider items of district wide significance	RS 1.2.1 a-f CP – Caring and compassionate CP- Welcoming and responsive NTES – Scrutiny NTES – Co-creation White paper 1,2,4,5,6.	Digital and Physical	All tenants and leaseholders	Discussions on district wide issues such as strategies, policies and specific projects that need district wide comment.
Development & Review of Policy, performance and Practice',	A quarterly focus group which looks at all performance and outcome figures and potential improvements to the service including scrutiny of services.	RS 1.2.1c CP – Caring and compassionate CP- Welcoming and responsive CP- Commercial and business like NTES – Scrutiny White paper points 2,5.	Digital and Physical	All Tenants. Tenants would normally be involved in this approximately every six weeks. Tenants are happy to see quarterly providing that the	Close observations by tenants of the Council's Housing performance. Feedback given by working together to achieve better performance

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	Working together to understand trends			information given is timely and meaningful.	
Spotlight Leasehold Online Forum	Opportunity to landlords and leaseholders to bring their ideas and concerns to the attention of Housing and help develop the service.	RS 1.2.1c/1.2.1 b/1.2.1f CP – Caring and compassionate CP- Welcoming and responsive NTES – Community and Wider Engagement7.1, 7.2. White paper points 1,2,3,4,5,6,7.	Digital	All Leaseholders and their tenants	Enables the Leasehold service to understand the needs of leaseholders and to ensure we gain an understanding of their needs when receiving the service, and that they can have a say in what they receive.
Village or Street Voice	Individuals who are happy to speak up about what concerns them or give feedback on services. This is with the blessing of other tenants.	RS 1.2.1 a-f CP – Caring and compassionate CP- Welcoming and responsive NTES –Community and wider engagement 7.1 White paper 5,6.	Digital	All tenants and residents	Gives individuals, especially in villages and areas with limited social housing the opportunity to voice their concerns and be involved in shaping service delivery.
Digital Drop In	Opportunities for tenants to engage in taster sessions helped by our involved tenants on	Business Plan CP – Caring and compassionate CP – Ambitious and forward thinking	Digital and Physical	All tenants	Helps individuals to access online services and keeps them abreast of latest e newsletters and online opportunities for information.

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	the use of digital media and online use	NTES –Community and wider engagement 7.1 NTES – Resources for Engagement 6.1, 6.3 White paper points 2,3,4,5,6.			
Coffee Buddies	To pick areas in the district in Sheltered schemes to encourage people to drop in for a coffee. This will help tackle loneliness and encourage people to meet up to share stories. Undertaken by Tenancy Assistants and Tenancy Officers.	Tackling Loneliness Agenda. CSH – Business Plan CP – Caring and compassionate NTES –Community and wider engagement 7.1 White paper point 5.	Physical	All tenants	Assists tenants to meet with others to avoid the risk
Youth Housing Forum (tenancies between 16-25)	To gain an insight in to how young people see our communities and offer suggestions to improve services (online/in person/planning for real)	RS 1.2.1 a-f CSH – Business Plan CP- Ambitious and forward thinking CP – Caring and compassionate CP- Welcoming and responsive NTES –Community and wider engagement 7.1 White paper 2,4,5,6.	Digital/Physical	All young tenants between the ages of 16-25.	Youth tenant perspective on service delivery and how this can be improved.

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'Tenants at the Heart' Annual Event and Review of Tenant Engagement	Annual Conference which invites tenants to join staff and councillors to celebrate the year with workshops, talks and live performance and to review the TE strategy.	RS 2.3.1, 1.2.1 a-f, 1.3.1b, 2.2.2, 2.2.4. CP - Ambitious and forward thinking CP – Caring and compassionate CP- Welcoming and responsive NTES –Community and wider engagement 7.1 NTES –Governance and transparency 1.8 White paper 2,5,.	Physical	All tenants and leaseholders and partners	An opportunity to review TP, engage with tenants and leaseholders and staff and to share successes and gain valuable information from tenants about how they view the service.
Chartered Institute of Housing Conference & Exhibition	To keep involved tenants up to date with the latest thinking in policy, procedure and processes with govt. housing policy	RS 2.2.1, 2.2.1d. CP – Caring and compassionate TNES - Resources for engagement White paper points 2, 5.	Physical	Involved tenants	Helps develop their learning in housing and engaged with other tenants who are involved.
TPAS Annual Conference	To keep involved tenants up to date with the latest thinking in policy, procedure and processes with TE.	RS 2.2.1, 2.2.1d. CP – Caring and compassionate TNES - Resources for engagement White paper point 5.	Physical	Involved tenants	Helps to capacitate the learning and information to tenants to enable them to effectively take part in engagement.

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Grounds maintenance	Keeping our communities clean and green	RS 1.2.1c CP – Caring and compassionate CP- Welcoming and responsive TNES – Scrutiny White paper points 2,4,5,6.	Digital	Tenants who live in the areas around our communal gardening contract	Better provision of services through feedback
Cleaning Contract	Keeping our communal building and areas clean	RS 1.2.1c CP – Caring and compassionate CP- Welcoming and responsive TNES – Scrutiny White paper points 2,4,5,6.	Digital	Tenants who live in the areas of our communal cleaning contract	Better provision of service through feedback
Housing Question time	Giving an opportunity for tenants and leaseholders to ask questions of BM's and Senior Officers on subjects which matter to them.	RS 1.1.1a CP-Ambitious and forward thinking CP- Welcoming and responsive TNES – Governance and Transparency. White paper points 2,4,5.	Online – facebook live or teams. Already done for Leader of Council.	All tenants – online by application.	Allows for tenants and leaseholders to ask questions and receive answers from a panel of service providers.
Community Walkabout or Community Ambles (involving other parts of the council).	Opportunity for tenants and officers and council members to look at various	RS CP – Caring and compassionate	Physical	All tenants and leaseholders	Allows tenants, Members and partners to observe problems in their locality

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	areas of the district together	CP- Welcoming and responsive TNES – Scrutiny White paper points 1,2,4,5,6.			
Job Interviews	Tenants invited to join in on key job interviews so they can have a say in who we employ.	RS 1.2.1a CP – Caring and compassionate TNES – Governance and Transparency White paper point 5.	Physical	All tenants. Needs to be a meaningful contribution as a panel member	Gives tenants the opportunity to become involved in employing staff that are knowledgeable and inclusive.
Contract Panel	Tenants involved in deciding who we work with. Helped by Asset management	RS 1.2.1b CP – Caring and compassionate CP- Welcoming and responsive CP Commercial and Business like TNES – Business and Strategy White paper point 1,2,3,4,5,6.	Digital or Physical	All tenants and leaseholders	Tenants at the heart of decision making about which contractors we work with and the quality of standards
Complaint Monitoring Panel	Independent Tenants Chaired by Tenant Forum	RS 1.1.1b, 2.1.2 CP – Caring and compassionate CP- Welcoming and responsive	Digital and Physical	Involved Tenants	To help with assessing complaints received from tenants to Housing Services. Also keep an overview of the

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		CP Ambitious and forward thinking TNES – Complaints White paper point 3,5.			Ombudsman Self-Assessment. Looking at themes and trends to consider any potential service improvements.
Secret Shoppers	Tenants who do not traditionally get involved and whose identity remain confidential help to navigate the services to check that we are providing the very best of services.	RS 2.2.1h CP – Caring and compassionate CP- Welcoming and responsive TNES – Scrutiny White paper point 2,4,5.	Digital and Physical	Tenants and leaseholders	Ad hoc opportunities to test quality of services and provide constructive feedback to improve services.
Community Chest Applications	Give tenants the opportunity to change something in their community to make it better.	RS 1.2.1 CP – Caring and compassionate CP- Welcoming and responsive CP - Ambitious and forward thinking CP – Commercial and business like TNES – Community and Wider Engagement White paper point 6.	Digital	Tenants and Leaseholders	Opportunities for tenants to gain financial support or help with resolving low level issues on their estates.

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Opportunity	Reason	Legislation/Guidance	Medium - physical or digital	Open to	Outcomes
Days of Action	Working with colleagues across the Council and other supporting agencies– Tenants and Leaseholders can join in and make a difference to their estates and villages.	Currently part of the Cleaner, Safer Greener programme. CP-Ambitious and forward thinking CP – Caring and compassionate CP- Welcoming and responsive CP – Careful and creative TNES – Community and Wider Engagement White paper point 5,6.	Physical	Tenants, leaseholder and residents.	Gives tenants, officers and other stakeholders an opportunity to concentrate on a particular area to improve the outlooks in regards to cleanliness, ASB and crime and grounds maintenance.
Tenant Forum	Having a separate, non-council led tenants group which can help and advise tenants independently if they need it. Supported by the Council.	RS 2.2.1b TNES – Community and Wider Engagement TNES – Complaints White paper points 1,2,3,4,5,6.	Digital and Physical	Tenants	An independent forum for addressing issues and regular consultation opportunities
Community Engagement Roadshows	Jointly with colleagues in Community Engagement – a series of roadshows visiting villages	RS 2.2.1 TNES – Community and Wider Engagement White paper point 5,6.	Physical	Tenants and Residents	Opportunity to meet tenants and residents and discuss all opportunities for engagement and see if we can recruit more people to get involved at a level to suit them.

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New Build and Land Acquisition Consultation Process	To provide a consultation process to ensure that those adjacent to new builds and those who lose land and are existing tenants are consulted and advise on what is happening around them	TNES – Community and Wider Engagement CP – Caring and compassionate White paper point 5,6,7.	Physical and Digital	Those who boundary is against a new build or are losing land as part of a new build scheme	Tenants and residents feel that we care about their situation and have someone they can turn to in the event of an issue with the development.

Key

CP	Community Plan
TNES	Tenant National Engagement Standards (TPAS)
RS	Government regulatory Standards
WP	Government White Paper