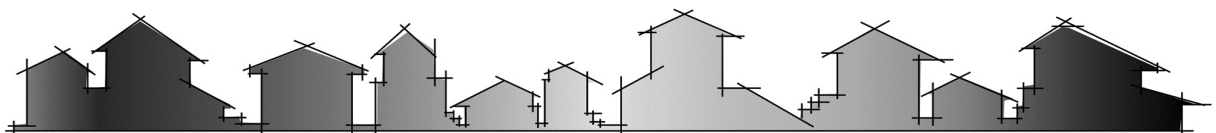


Annual report of the database of tenant involvement 2015 – 2016



Tenants knitted squares to make a large Mercian flag which was displayed down the side of Tamworth Castle

Tamworth
Borough Council



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Edward Court residents enjoying a meal they cooked together as part of the ‘Cooking and Eating Healthily on a Budget’ project

Introduction to the report

The database of tenant involvement was first set up in 2008 to register tenants that have shown an interest in having a say in how their Housing Services are delivered.

Each year the number of tenants wishing to get involved in their housing service, in a way that suits them, has grown. The Tenant Regulation and Involvement Team have actively encouraged traditionally 'hard to reach' groups to get more involved in their communities and housing services. This has proved successful and there are now more tenants 35 years and under and families registered than ever before with growing numbers each year.

Tenant's views are very important to Housing Services when reviewing policies and procedures and they are actively encouraged to have their say in a way that suits them, from tenant groups, workshops, completing customer satisfaction surveys to assisting on tenant inspections.

The Tenant Regulation and Involvement Team works with tenants and leaseholders to review how tenant involvement can be improved and developed. At any community events, fun days, estate inspections or other tenant initiatives, the Tenant Regulation and Involvement Team will encourage participation and offer an opportunity to listen to tenant's views and expectations around the services they receive.

The 'Tenant Involvement & Consultation Strategy' 2013 – 2016 was written with the assistance of the 'Tenant Involvement group' (TIG) who oversees the implementation of the action plan going forward. The action plan is reviewed annually and contributes to Landlord Services Annual Report.

Copies of all of the Annual reports can be found on the Tamworth Borough Council website: <http://www.tamworth.gov.uk/tenant-involvement-0> or by telephoning 01827 709709 ext. 374 or ext. 260 and requesting that they are posted out to you.

This year we had 579 tenants registered on the database of tenant involvement. 80 of those registered have been added this year alone. 33 tenants were removed as they are deceased, no longer a Council tenant or have moved without providing a forwarding address. This makes the overall current total of **546** tenants registered with us.

Edna Worrall and Tracey Marshall

Knitting squares



Summary of key findings

A total of 80 new tenants have been added to the database of tenant involvement between 1 April 2015 and 31 March 2016.

33 tenants were removed from the database of tenant involvement for the following reasons;

- Deceased
- Moved out of Tamworth
- No longer live in a Tamworth Borough Council property
- Moved from current address and have not provided a forwarding address
- Requested removal due to age or poor health

546 (100%) of tenants stated that they would like more information / would like to get involved in focus groups/surveys/consultations

494 (90%) of tenants stated that they would like more information / would like to get involved in the Tenant Involvement Group

301 (55%) of tenants stated that they would like more information / would like to get involved in estate inspections/community events and open days

287 (53%) of tenants stated that they would like more information / would like to get involved in the ASB service improvement group

233 (43%) of tenants stated that they would like more information / would like to get involved in performance chambers

155 (28%) of tenants stated that they would like more information / would like to get involved in tenant inspections

(Please refer to appendix 1 to see all findings)

What improvements have we achieved over the last 12 months?

1. Tenants are now involved in service improvement groups to include complaints, anti-social behaviour and tenant inspectors who routinely audit communal cleaning services.
2. Through tenant inspections, areas are routinely monitored in accordance with a revised programme.
3. Traditionally 'hard to reach' tenants have been added to the database of tenant involvement seeing a significant number of 35 year olds and under and families wanting to have a say in their housing services.
4. Attending working groups – Tenant Involvement Group, Complaints Review Panel and ASB Service Improvement Group.
5. Tenants are choosing to get involved in various projects initiated by the Tenant Regulation and Involvement Team, for example;

- Knitting squares to produce a large Mercian flag that was displayed over Tamworth Castle
- Collecting for the local foodbank, Manna House, Glasgote
- Toiletry collections for local hospitals
- Cooking & eating healthily on a budget projects
- Communal cleaning inspections
- Plant a Pot events
- Completing customer satisfaction surveys
- Attending Seniors United Group (for sheltered housing tenants) where discussions are had on a variety of issues ranging from health, diets, safety in the home and housing related issues.
- Assisting with the editing of the Open House tenants newsletter and updating tenant leaflets, for example, tenant involvement questionnaire and new tenant visit surveys.

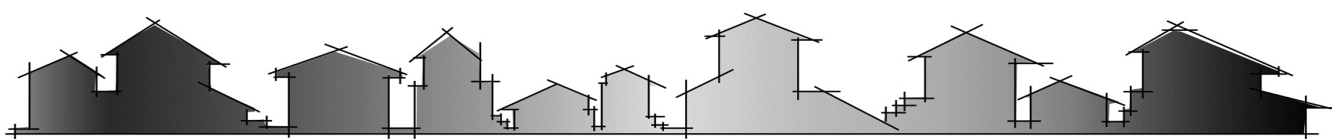


Donations collected from across Tamworth and kindly sorted and date checked by tenants from Seniors United working group



Key trends – database of tenant involvement

	April 2008 – March 2009	April 2009 – March 2010	April 2010 – March 2011	April 2011 – March 2012	April 2012 – March 2013	April 2013 – March 2014	April 2014 – March 2015	April 2015 – March 2016
Total number on the database of involvement	167	244	340	306	348	429	497	546
How many of these are new tenants?	167	77	102	39	58	102	75	80
2 main areas of interest to tenants	Repairs & improvements Anti-social behaviour	Repairs & improvements Anti-social behaviour	Repairs & improvements Anti-social behaviour	Repairs & improvements Anti-social behaviour	Repairs & improvements Anti-social behaviour	Repairs & improvements Anti-social behaviour	Repairs & improvements Anti-social behaviour	Repairs & improvements Anti-social behaviour
Ethnicity	99% White - British	99% White - British	99% White - British	97% White - British	97% White - British	97% White - British	97% White - British	98% White - British
% of BME	0.5%	3.89%	3%	3%	2.6%	2.3%	3%	2%
% of involved tenants 35 and under	17.36%	24.67%	36%	30%	33%	36%	38%	30%
Gender	26% male 74% female	27% male 73% female	26% male 74% female	28% male 72% female	27% male 73% female	26% male 74% female	26% male 74% female	26% male 74% female
Age	31% between the ages 60-74	35% between the ages of 60-74	24% between the ages of 60-74	24% between the ages of 60-74	25% are either between the ages of 25-35 or 60-74	35% are between the ages of 25 – 39 & 24% are 60-74 year olds	38% are aged 35 and under	34% are between the ages of 25-39 year olds
Active tenants	Not recorded	103 (42%)	146 (43%)	163 (53%)	202 (58%)	219 (51%)	177 (36%)	211 (39%)



Improvements recognised over a 5 year period

Tenant's Voice review Landlord Service literature and publications to ensure all information is presented in a customer friendly manner.

Data is collected more effectively covering equality and diversity information where possible through ongoing customer profiling at every opportunity.

In 2015 the Housing Sounding Board was updated and replaced with the support of the 'Tenants Voice' editorial group. Recommendations were also supported and implemented in relation to the questionnaire tenants are asked to complete to register onto the database of tenant involvement. It is now more focused, shorter and customer orientated.

Following a review of tenant involvement structures 2011 – 2012, a comprehensive co-regulatory framework was developed with tenants, which clearly illustrates customer involvement in shaping, influencing and scrutinising services.

The introduction of 'texttools' for mobile phones allowing us to contact tenants by text and for us to receive texts back has proved very successful and an invaluable contact method. As a lot of our tenants have told us that they have free text bundles we believe this is an excellent way forward to communicate with customers.

Introduction of e-publications to include Open House tenants newsletter and the Annual Report to tenants. This has been implemented and now reaches over 800+ tenants who have requested this service.

Customer satisfaction surveys are produced in relation to all service areas and these can be completed at home or with assistance, if required. Reports are available on request or can be viewed on the Council's website.

Community Development Team now works alongside the Tenant Regulation and Involvement Team forming stronger community working partnerships.

Annual programme of estate inspections - tenants are notified through Open House and on the Council website of the areas to be inspected and are encouraged to tell us about concerns around the area in which they live. All areas across the borough are inspected over a 10 month period. Estate inspections have proved to be very successful and we have recognised significant improvements across all Tamworth estates.

The Tenant Regulation and Involvement website has been improved with the assistance of tenants to make it more 'user friendly' and to pro-actively advertise upcoming events, workshops, meetings etc.

Encouraged more involvement from the traditionally 'hard to reach groups' e.g. families and young people.

The Tenant Regulation and Involvement Team have observed a steady growth in tenants attending events and meetings. Both Seniors United and the Tenants Consultative Group have seen a rise in tenants sharing their views and experiences of housing services.

Tenant inspectors have been introduced to inspect all communal cleaning areas across Tamworth Borough Council. Six new volunteers have signed up as tenant inspectors this year.

Service improvement groups have been set up to look at repairs and improvements, anti-social behaviour and the complaints process.

Introductory letters to all new customers have resulted in a small number of customers requesting to get involved in their housing service. A follow up telephone call to all new tenants has seen a high number of tenants being added to the tenant database of involvement.

'You said we did'

- Continue to collect customer profiling information for all tenants to allow us to know and understand our customers better and develop services to meet customer needs and expectations
- Continue to encourage involvement with traditionally 'hard to reach' groups and to recruit new members to join the tenant database of tenant involvement
- Continue to promote partnership and locality working
- Work with Tenancy Sustainment Officers to actively encourage tenant involvement at the 6 week new tenancy visit and explain the benefits to all new customers
- Continue to look at ways of promoting housing and health within the Tamworth borough.

Events planned for next year

1. Commitment to carry out two 'Cooking and Eating Healthily on a Budget' projects
2. Two 'Plant a Pot' events at sheltered housing schemes on a rolling programme
3. Seniors United group are knitting squares to make blankets for those in need across Tamworth borough
4. DIY awareness project in partnership with Mears

5. Monitor customer satisfaction for Gas repairs / gas service and the Council's repairs service.
6. Complaints review panel
7. Estate Inspections - annual programme over 10 months
8. Communal cleaning inspections with volunteer tenant inspectors over 11 months
9. Foodbank collections to support the residents of Tamworth facing hardship & toiletry collections for local hospitals
10. Repairs Service Improvement Group.
11. Afternoon tea dance to celebrate HM Queen Elizabeth's 90th birthday

How can you get involved?

There are many ways in which tenants and leaseholders can get involved in their housing services at Tamworth Borough Council. Tenants are encouraged to participate in a way that suits them, in areas of interest to them and as often as they want.

By getting involved we can listen to your concerns and expectations. By listening to you we can work together to make a real difference to the area that you live in.

Selections of ways that you may want to get involved with us are;

- Customer satisfaction surveys
- Forums/ Workshops / Tenant conference
- Attending meetings / service improvement groups
- Tenant inspectors
- Free training
- Attending estate inspections /estate based events
- Telephone/postal surveys
- Getting involved in projects, for example, healthy eating, plant a pot and many more.

How can I join?

If you decide that you want to become involved a small form will be completed and you can do this in the following ways;

- Completing it and posting it back to the freepost address provided
- Completing it over the telephone – 01827 709709 ext. 374 or 260
- Completing it at an event or estate inspection with a member of the team
- Completing it at the 'new tenancy visit' with your area Tenancy Sustainment Officer.

How much time will I have to give?

Once you have registered with us you will be invited to participate in any activity you have shown an interest in. You can choose to opt in and out to what suits you. Help with travel and any reasonable 'out of pocket' costs will be made available where appropriate. Why not look at the frequently asked questions on line <http://www.tamworth.gov.uk/ways-get-involved>

Keeping in touch

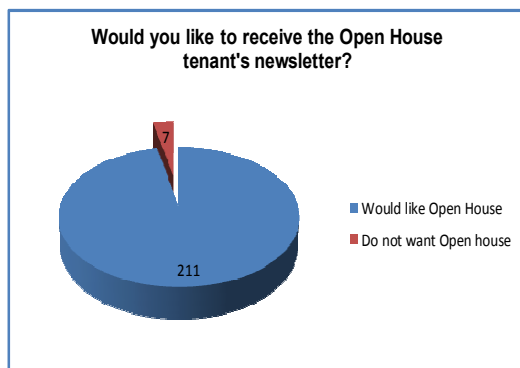
The outcomes of any consultation or event we carry out are promoted within the 'Open House' tenant's newsletter. Tenant's Voice assists in the editorial of this publication.

Open House is posted online, on the Council's website, and can also be emailed out to tenants who have provided their email addresses. Paper copies will still be produced for the Sheltered Housing Schemes and for tenants who have specifically requested a hard copy.

A Landlord Services 'Annual Report' and 'Tenant Involvement Annual Impact Assessment' is produced to inform tenants how well we are delivering our services and whether we are meeting national standards and offering value for money.

The Tamworth Borough Council website is updated regularly. This includes information on forthcoming events, up-to-date, results from any consultation or customer satisfaction and impact assessments from events held across the borough.

Would you like to receive the Open House tenant's newsletter?(Data only collected in the last 6 months)



7 (1%) of tenants stated that 'yes' they would like to receive the Open House tenants newsletter

211 (39%) of tenants stated that 'no' they would not like to receive the Open House tenants newsletter

Of the 218 tenants that stated they would like to receive the Open House tenant's newsletter, they were asked how they would like to receive it;

33 (16%) of tenants would like to receive Open House in a 'hard copy by post'

177 (84%) of tenants would like to receive Open House 'by email' and have provided a current email address and

1 tenant is 'happy to read it online one the Council's website'.

Appendix 1: Number of tenants involved across areas of Tamworth

Area	Number of properties in that area	Number of tenants on database of tenant involvement 2013 - 2014	% of tenants within the area	Number of tenants on database of tenant involvement 2014 - 2015	% of tenants within the area	Number of properties in that area	Number of tenants on database of tenant involvement 2015 - 2016	% of tenants within the area	Increased or decreased from previous year
Amington	419	52	12%	63	15%	412	63	15%	
Belgrave	310	17	5%	22	7%	302	22	7%	
Bolehall	360	25	7%	27	8%	354	34	10%	
Borough Road	46	0	0	1	2%	42	1	2%	
Coton Green	62	7	11%	6	10%	62	6	10%	
Dosthill	73	3	4%	3	4%	73	8	11%	
Fazeley	119	7	6%	14	12%	117	13	11%	
Gillway	232	10	4%	15	6%	226	16	7%	
Glascote	598	65	11%	76	13%	584	92	16%	
Hockley	150	13	9%	12	8%	145	14	10%	
Kettlebrook	209	27	13%	29	14%	206	31	15%	
Leyfields	461	56	12%	65	14%	456	64	14%	
Stonydelph	738	62	8%	74	10%	724	85	12%	
The Leys	66	3	5%	11	17%	53	8	15%	
Town Centre	408	61	15%	62	15%	408	78	19%	
Two Gates	14	0	0	0	0	14	0	0	N/a
Wilnecote	207	21	10%	17	8%	195	11	6%	

A total of **546** are currently registered onto the database of tenant involvement

80 added between 1 April 2015 and 31 March 2016

33 were removed between the months of 1 April 2015 – 31 March 2016

Appendix 2: full breakdown of tenant responses when joining the database of tenant involvement (546 Tenants in total)

I would like to be involved in the following ways (Several options can be chosen).....

10 (2%) of tenants stated that they would like more information / would like to get involved in **Tenants Consultative Group**

6 (1%) of tenants stated that they would like more information / would like to get involved in **Tenants Voice/Editorial Panel**

12 (2%) of tenants stated that they would like more information / would like to get involved in the **Complaints Review Panel**

287 (53%) of tenants stated that they would like more information / would like to get involved in the **ASB Service Improvement Group**

546 (100%) of tenants stated that they would like more information / would like to get involved in **Focus groups/surveys/consultations**

301 (55%) of tenants stated that they would like more information / would like to get involved in **Estate inspections/community events/open days**

494 (90%) of tenants stated that they would like more information / would like to get involved in **Tenant Involvement Group**

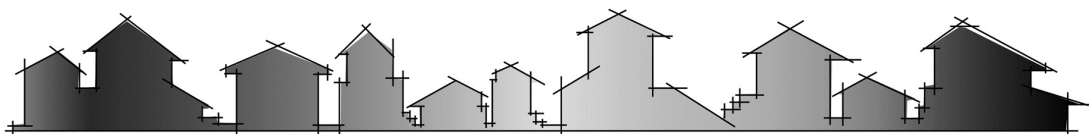
68 (12%) of tenants stated that they would like more information / would like to get involved in **Seniors United**

155 (28%) of tenants stated that they would like more information / would like to get involved in **Tenant Inspections**

233 (43%) of tenants stated that they would like more information / would like to get involved in **Performance Chambers**

2 tenants stated that they would like more information / would like to get involved in **Mystery Shopping**

All reasonable 'out of pocket' expenses are reimbursed by the Tenant Regulation and Involvement Team on the production of a valid receipt. Free transport can also be arranged by contacting the team at least 48 hours before and event/meeting.



Appendix 3: About You

The following figures are recorded over a 12 month period, 1 April 2015 – 31 March 2016. **All figures are rounded to the nearest %.**

Between 1 April 2015 and the end of 31 March 2016 there were **80** new requests from tenants to join the 'database of tenant involvement' which will allow them to have a greater say and understanding in their Housing Service.

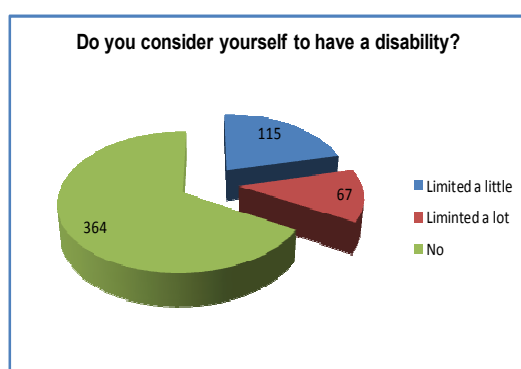
Is English your first language?

546 (100%) of tenants registered on the database of tenant involvement have stated that their first language is English

Ethnicity (BME 9 - 2%)

- 536 (98%) White – British
- 2 Mixed – White & Black Caribbean
- 1 Mixed – White & Asian
- 3 Asian or Asian British – Indian
- 1 Black or Black British – African
- 2 Black or Black British - Caribbean
- 1 Other Ethnic Group
- 3 White - Other
- 1 Chose not to answer this question

Do you consider yourself to have a disability?



364 (67%) of tenants stated that 'no' they do not consider themselves disabled

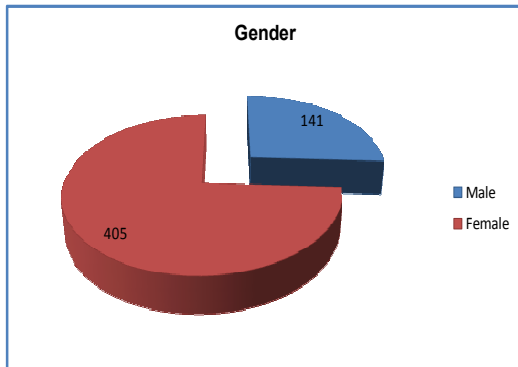
182 (33%) of tenants stated that 'yes' they do consider themselves to have a disability

115 (21%) of tenants stated that their disability affects what they do and

'limits them a little'.

67 (12%) of tenants stated that their disability affects what they do and 'limits them a lot'.

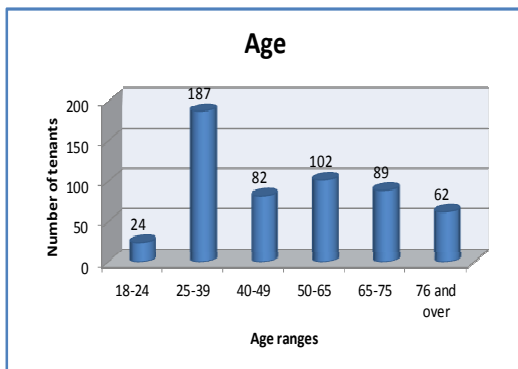
Gender



141 (26%) male

405 (74%) female

Age



24 (4%) of tenants are between the ages of 18-24

187 (34%) of tenants are between the ages of 25-39

82 (15%) of tenants are between the ages of 40-49

102 (19%) of tenants are between the ages of 50-65

89 (16%) of tenants are between the ages of 65-75

62 (11%) of tenants are 76 years of age or over

NB: Throughout 2015/2016 the Tenant Regulation and Involvement Team have actively encouraged younger tenants and families to become more involved in their housing services as they are traditionally 'hard to reach'.



Bright Crescent



'Plant a Pot' event

165 (30%) of tenant's registered on the database of involvement are 35 years of age or younger



Sunset Close



'Plant a Pot' event

If you wish to discuss this review or to get involved in having your say about the Housing Services you receive then please contact the Tenant Regulation and Involvement Team in the following ways:

Telephone: 01827 709709 ext. 374 or 260

Email: tenantparticipation@tamworth.gov.uk

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