

Tenant Voice Strategy

'Get Involved'

Publication date: Draft V1.2 22nd January 2025

Next review date: April 2026

Reference:

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Document Control

Governance

Table 1 – Strategy information

Item	Response
Title	Tenant Voice Strategy – 'Get Involved'
Responsible officer	Head of Housing Management & Partnerships
Author	Robert Scott, Partnerships Strategic Manager
Approved by	Homes and Neighbourhoods Improvement Board (HNIB) – 5 th November 2024
Version approval date	7 th January 2025
Next review date	1 st April 2026
Review responsibility	Partnerships Strategic Manager
Applicable to	Homes & Neighbourhoods staff. Homes & Neighbourhoods tenants, leaseholders and other residents.
DPIA date	N/A
IIA date	3 rd October 2024 Ref: IIA-649460578.
Regulatory framework	Regulator of Social Housing Transparency, Influence and Accountability Standard

Revision history

Table 2 – History of revisions

Date	Version	Author	Authorised by	Revision details
Nov 24	Draft V1.0	HS/RS	HNIB	Final Draft
Dec 24	Draft V1.1	HS/JG	RS	Accessibility improvements (new template).
Jan 25	Draft V1.2	HS/JG/RS	LR	Minor amends

1. Introduction

1.1 Purposes of this strategy

1.1.1 This strategy sets out Kirklees Council's continuing commitment to engagement with tenants, to involving them in the decisions that affect their homes and communities, and to improving the delivery of housing services.

1.1.2 The strategy explains how, using a 'Tenant Voice' approach, the council will involve tenants by providing a range of genuine and meaningful engagement opportunities that are accessible to all, making it easier for more people to 'get involved' and influence how housing services are delivered.

1.2 Legal context

1.2.1 This strategy responds to the [Social Housing \(Regulation\) Act 2023](#) and the associated [Regulatory Standards](#) by addressing the following requirements:

Transparency, Influence & Accountability Standard

- Registered providers must take tenants' views into account in their decision-making about how landlord services are delivered and communicate how tenants' views have been considered.
- Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.
- Registered providers must give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.
- Registered providers, working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims.

1.3 Definitions

1.3.1 For the purpose of this strategy, the following definitions apply:

Table 3 – List of definitions used in this policy

Term	Definition
Tenant	A person that rents a home from Homes & Neighbourhoods.
Homes & Neighbourhoods or H&N	Kirklees Council's housing services, inclusive of all departments and teams.

Term	Definition
Staff or Officer	A person that works for Kirklees Council.

2. Aims of this strategy

2.1 Overarching goals

2.1.1 In capturing and listening to the Tenant Voice, the following outcomes and impacts are sought:

- The voice of the tenant is clearly evident in key decisions taken by Kirklees Council.
- Service improvements are shaped by and reflect the voice of the tenant.
- Tenants recognise that they have a strong voice and are able to influence services.
- Improved tenant satisfaction and the delivery of excellent services
- A reduction in complaints.
- Increased enrichment of the service and staff through learning from the diverse and collective experiences of tenants.
- More local people coming together around a common purpose to help create successful communities.
- Compliance with the Regulator of Social Housing's Transparency, Influence and Accountability Standard.

2.2 Key principles

2.2.1 Hearing the 'Tenant Voice' in Homes & Neighbourhoods means:

- Involving tenants in decisions that affect them.
- Empowering and enabling more tenants to get involved and have their say.
- Being honest from the start by setting out what the council is hoping to achieve when engaging with tenants.
- Listening to tenants and offering choices for a diverse range of neighbourhoods and individuals.
- Making it easy for tenants to give feedback and to be involved in ways that meet their needs and on their own terms.
- Actively seeking out the voice of underrepresented communities.
- Sharing information and proposals with smaller groups of tenants to help interpret, analyse and develop responses.
- Improving online communications while recognising that this is not the only way to engage with tenants.
- Improving performance in areas of dissatisfaction by involving those who have had recent experience of our services and who are well-placed to provide feedback.
- Collecting, analysing and considering all feedback, including from complaints and other sources, to identify areas to improve and deliver excellent services.

- Giving clear feedback to tenants about how the council has acted upon what they told us and what difference their contribution has made - 'you said, we did'.
- Improving how the council consults on and communicates about key policies and strategies.

3. Engagement activities

3.1 Engagement opportunities

3.1.1 Homes & Neighbourhoods will actively promote and support opportunities for engagement, including through:

- Homes and Neighbourhoods Improvement Board (HNIB).
- Tenant Led Panel (TLP).
- Tenant and Resident Associations (TRAs), Street Voices (SVs) and Fire Safety Champions (FSCs).
- Neighbourhood forums, estate inspections.
- Direct engagement and consultation activities.
- Themed topic groups to scrutinise areas of tenant dissatisfaction (e.g. repairs, performance, complaints, and compliance with standards).

3.2 Engagement methods

3.2.1 Homes & Neighbourhoods will engage with groups of tenants in the following ways:

- Homes and Neighbourhoods Improvement Board (HNIB) includes two tenant representatives from TLP. The Board provides Kirklees Council's Cabinet with information, views, and expert advice on a range of housing and related strategies and policies. The tenant representatives ensure that the Tenant Voice is heard at a strategic level.
- Tenant Led Panel (TLP), as part of our governance framework, ensures that tenants and leaseholders can influence the development of strategies, policies and plans and how the service is run. TLP uses insight captured from wider tenants to inform its views and recommendations.
- Continued support of Tenants & Resident Associations (TRAs), Street Voices (SVs) and Fire Safety Champions (FSCs) helps to ensure that these groups have a clear purpose, can achieve their aims and become a mechanism to capture and feed back the Tenant Voice from within their communities.
- Neighbourhood Forums and estate inspections enable elected members, TRAs, Street Voices and Fire Safety Champions to come together to identify issues and to influence local housing priorities and services, e.g. estate plans.

- Promotion of a grant scheme, incorporating TRA Grants and a Social Investment Fund, that supports tenants who want to design and deliver local activities for and on behalf of people living on Kirklees Council estates.
- Sharing of information with smaller groups of tenants (e.g. TRAs, themed 'task and finish' or scrutiny groups) to help interpret, analyse and develop plans for improvements.
- Adopting a 'Place Based Working' approach to make the best use of local resources and knowledge by involving residents who already come together in communities.
- Providing support from our Tenant Voice Team, and expecting all staff to ensure that the Tenant Voice is captured as part of their day-to-day work.

3.2.2 Homes & Neighbourhoods will engage with individual tenants in the following ways:

- Promoting the tenant involvement email HN.GetInvolved@kirklees.gov.uk to gather feedback.
- Providing support and training for tenants who would like to 'get involved'.
- Providing opportunities for tenants to provide feedback on their experiences of housing-related services (e.g. damp, mould and condensation treatment, fire safety, anti-social behaviour), to help shape the way housing services are delivered. This may be done through:
 - Local or tenant-wide consultations
 - Completion of surveys
 - Interviews (telephone or face-to-face)
 - Quick on-line polls using text, email and social media
 - Seeking responses to articles in the tenant newsletter

3.2.3 Homes & Neighbourhoods will make better use of data and information that is possessed or received from tenants about services and satisfaction, including:

- Using feedback from the regular Tenant Perception Survey to identify potential areas for improvement.
- Using feedback received from complaints as a source of intelligence to improve services.
- Working to further improve customer profile data.
- Working to make best use of transactional data to recognise patterns in the reasons that tenants make contact (e.g. to report a repair or a problem).
- Combining transactional and profile data, to help identify and understand important issues that may affect different groups of tenants.

3.2.4 Homes & Neighbourhoods will communicate goals and outcomes to tenants by:

- Publishing Service Standards, Tenant Satisfaction Measures (TSMs) and compliance with the Consumer Standards so tenants know what standards to expect and how the council is performing against these.
- Using a 'you said, we did' approach to show the difference that the tenant voice is making and the benefits that tenant engagement brings.
- Publishing a tenant newsletter on a regular basis to update on housing services and how we are performing against our service standards etc.

4. Monitoring and review

4.1 Monitoring and improvement

4.1.1 Reports will be taken to Homes & Neighbourhoods Improvement Board, Tenant Led Panel and more widely to tenants on how the council is performing against this strategy.

Evidence will include:

- The increased numbers of tenants 'getting involved'.
- The wider and improved range of options available for tenants to be able to engage.
- How tenant feedback has helped shape service improvements and delivery, using a 'you said, we did' approach.
- How TRAs and Street Voices are being more involved so that local tenants' views are better captured to help shape decision-making about how services are delivered.

4.1.2 Reports will also be made on the following Tenant Satisfaction Measures (TSMs) that, as a landlord, the council is required to collect:

- Overall satisfaction with the services provided.
- Satisfaction that we listen to tenants' views and act upon them.
- Satisfaction that tenants are kept informed about the things that matter to them.

4.1.3 Homes & Neighbourhoods will also assess performance against the Regulator of Social Housing's Consumer Standards, particularly the Transparency, Influence and Accountability Standard.

4.2 Strategy review

4.2.1 The strategy will be reviewed at least every 3 years, or in response to relevant changes in legislation, regulation or organisational structures.

4.2.2 This strategy and future updates will be published on the Councils website

5. Associated strategies and policies

5.1 Homes & Neighbourhoods

5.1.1 The following Homes & Neighbourhoods strategies and policies are relevant:

- Service Standards
- Complaints Handling Policy
- Vulnerable Tenant Policy

5.2 Kirklees Council

5.2.1 The following broader Kirklees Council strategies and policies are relevant:

- Our Council Plan
- Inclusive Communities Framework

6. Contact us

If you would like to know more then please get in touch with us at HN.GetInvolved@kirklees.gov.uk or call 01484 414886.