

## Annex A

### Mid Devon Housing: Tenant Involvement Action Plan October 2023-September 2024

Objective	How will this be achieved?	Target date for completion	Lead Officer	Expected Outcomes
<b>Our tenants recognise us as an approachable landlord who will actively listen to their views</b>				
	Further develop our performance hub to ensure that it provides relevant information available to tenants and leaseholders enabling them to understand our performance	March 2024 & ongoing, as required	Housing Finance & Performance Manager	An increased awareness of performance and what may be impacting that.
	Partnership working with the Police in Cullompton	Ongoing	Neighbourhood Team Leader for Estates / Customer Engagement Co-ordinator	Joint working with the Police at community events on an ad hoc basis enables MDH Officers to be visible, showing that they do work closely with law enforcement agencies, thereby encouraging those who may be experiencing nuisance, anti-social behaviour or other violence to come forward to report this.
	Set up ad hoc focus groups to review areas of policy and/ or procedure, or to discuss service improvements	Ongoing	Operations Managers and the Customer Engagement Co-ordinator	Providing opportunities to review policy and the way we do things and to identify ways in which we could improve the service to tenants in relation to specific areas of work
	Using new Mid Devon Talk tool to engage with tenants using surveys, feedback	Live from July 2023 and ongoing	Customer Engagement Co-ordinator	To use the new area of the Council's webpages to provide information, collect

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	pages and case studies showing where feedback made a difference to our approach			the views of tenants and to streamline engagement with those tenants who do not wish to meet in person or speak with any Officers
	<p><b>Communications</b></p> <ul style="list-style-type: none"> <li>• Promote tenant involvement and opportunities to get involved to new tenants</li> <li>• Publicise any changes made as a result of feedback received in late 2023 following TSM perception survey.</li> <li>• Promote Community Cuppa events and other activities on our estates</li> <li>• Publicise Tenant Participation Advisory Service (TPAS) membership and what benefits that can offer individual tenants</li> <li>• Use of newsletter to show where we have achieved good outcomes for tenants</li> <li>• Use of “You said, We did” features in the annual report to</li> </ul>	Ongoing	Tenant Involvement Officers	To raise awareness of opportunities for tenants to get involved and about the way we do as a landlord

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	publicise approach to complaints and lessons learnt from these			
<b>As a natural inclusive part of our service we ensure equal access and fair delivery of service</b>				
	Consult on training needs amongst tenants in order to identify any barriers and also to inform training offer to tenants	September 2024	Customer Engagement Co-ordinator	To better understand what MDH can do as a landlord to facilitate a higher level of tenant involvement
	Continue to develop our approach to the collection of diversity data so that we can try to ensure that any involvement activity can involve all tenants and that any formal or informal involvement is representative of the communities we have housed. This to include a revised approach to adding user defined characteristics (UDCs) to individual records which will enable better identification of any needs and support the tailoring of our service to better meet the needs of individuals living in our homes.	May 2024	Customer Engagement Co-ordinator	Our Getting To Know You project will enable us to review data already held and allow us to tailor our service to better meet the needs of those who live in our housing stock.

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	<p>We will work to achieve accreditation with the Domestic Abuse Housing Alliance (DAHA). The accreditation framework supports social landlords to deliver safe and effective interventions in domestic abuse.</p>	<p>September 2024</p>	<p>(for tenant engagement) Customer Engagement Co-ordinator</p>	<p>The aim is to work with tenants to capture their “lived experiences” thereby ensuring that our policy and procedures are fit for purpose and enable us to address the needs of survivors and to hold abusers to account.</p>
	<p><b>Communications</b></p> <ul style="list-style-type: none"> <li>• Publicise the hybrid approach to meetings demonstrating that we can engage virtually with tenants eg in focus groups</li> <li>• Promote menu of involvement and the various opportunities available to enable tenants to get involved</li> <li>• Publish case studies on social media aids and adaptations</li> <li>• Promote our tenant expenses scheme to ensure that involvement does not impact anyone’s ability to get involved</li> </ul>	<p>December 2023 (and ongoing)</p>	<p>Tenant Involvement Officers</p>	<ul style="list-style-type: none"> <li>• To demonstrate that our service is open and accessible to all, raising awareness about tenants can get involved.</li> <li>• To show tenants how we can tailor our service to better meet their needs</li> <li>• To demonstrate that a low income need not be a barrier to active tenant engagement</li> </ul>

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<b>We provide support opportunities for tenants to develop their knowledge and skills</b>				
	Provide an offer around ICT digital access helping tenants to go online	July 2024	Customer Engagement Co-ordinator	To upskill tenants and how to reduce digital exclusion
	Further develop our performance hub to ensure that tenants have access to relevant information about service delivery	October 2024 (and ongoing)	Housing Finance and Performance Manager	To deliver greater opportunities for scrutiny and to enable tenants to see at a glance how MDH is performing against a number of difference performance indicators
	<b>Communications</b> Publicise tenant champion roles which are a good way to get involved and to learn more about the way that MDH works	December 2023 (and ongoing)	Tenant Involvement Officers	To generate interest and engagement in the Champion roles: <ul style="list-style-type: none"> <li>• Estate Champion</li> <li>• Void Tenant Inspector</li> <li>• De-carbonisation and Zero Carbon Champion</li> <li>• Complaints Champion</li> </ul>
<b>We develop effective communication between officers and residents</b>				
	Communal inspections and Neighbourhood Walkabouts provide good opportunities for tenants to engage with Officers – ensure that these are publicised and that we provide reports on outcomes.	Ongoing	Neighbourhood Officers in the Estates team	To provide an opportunity for tenants to meet with their Neighbourhood Officer and other team members in their local area with the aim of identifying any issues and resolving problems at an early stage. These inspections also provide an opportunity for engagement with other stakeholders

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				including local Councillors and other agencies including the Police
	Provide ad hoc surgeries in specific areas. In some cases, these will be to hear concerns regarding local issues of concern, in others these will be designed to combat issues associated with rural isolation	September 2024	Operations Managers for Housing Management Services	To provide an opportunity for tenants to meet with specific Officers in their local areas to discuss matters of concern to them
	Promote the use of MyAccount once implemented and endeavour to develop the offer with the aim of providing an accessible route for service requests and or other information, as required	December 2023	Operations Manager for Housing Management Services (Neighbourhood Management)	To provide a tenant portal and a streamlined and enhanced method for tenants to use when communicating with MDH
	We will be involving leaseholders in the forthcoming survey relating to the TSMs and we will be analysing their responses carefully in an effort to better understand their specific needs and issues	February 2024	Operations Manager for Housing Management Services (Service Improvement)	To promote a better relationship with leaseholders and potentially more engagement with those resident on our estates
	Develop MDH Reading Panel	October 2023	Customer Engagement Co-ordinator	To offer tenants opportunities to read and review policies in development so that they

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				can comment and to get involved in the publication of the annual report and the newsletters to ensure that they provide the information which tenants want
<b>Residents have access to developing skills and confidence to influence decisions</b>				
	Review offer of training, both internal and external; explore opportunities for joint working on training for tenants with other partners	October 2024	Customer Engagement Co-ordinator	Ensuring that tenants have every opportunity to review new policies and our performance, to scrutinise performance and also to get involved in the design of any service improvements
	<b>Communications</b> Publicise training opportunities for tenants wishing to become more involved, both internal and external	December 2023 (and ongoing)	Tenant Involvement Officers	Making all tenants aware of what can be done to enable them to participate if they so wish
<b>Mutual respect to allow understanding for all involved in participation</b>				
	Housing/ Tenant Matters ad hoc events to enable honest and open conversations between tenants and strategic decision-makers	Ongoing	Operations Managers	Providing opportunities for tenants and leaseholders to meet with those involved in decision-making after the end of the working day for an informal conversation about matters of concern to them
	Provide a comprehensive programme of training for	December 2023	Operations Managers	Equipping MDH staff with the knowledge to actively

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	MDH staff to enable them to identify and to promote opportunities for tenants to get involved			grow our offer relating to tenant involvement and engagement
	<b>Communications</b> Publicise our policies and strategies including our code of conduct for Officers and information on the Nolan Principles of Public Office to show what tenants can expect from the staff working in MDH	December 2023 (and ongoing)	Tenant Involvement Officers	Providing information about the standards of behaviour tenants can expect
<b>Enhanced satisfaction for residents with their homes and neighbourhoods</b>				
	Review our approach to transactional data, with the aim of increasing the amount of information collected, having an effective procedure for reviewing this, using outcomes to inform service improvement and publicising the outcomes	October 2024	Operations Managers	Providing a greater understanding about service delivery and whether it is meeting the needs of tenants
	We will review our tenant handbook and repairs guide to ensure that the information is up-to-date, easily understood and accessible.	September 2024	Customer Engagement Co-ordinator	To ensure that tenants have handy points of reference for any queries relating to their homes and tenancies
	Develop our approach to tenant-led community clean	October 2023 (and ongoing)	Customer Engagement Co-ordinator	To provide opportunities for tenants to take direct action



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	<p>ups where we support tenants who want to make a difference to the areas around their homes to achieve this by providing support and resourcing the use of skips etc, as appropriate</p>			<p>to improve their local areas and to work alongside Officers to achieved their aims</p>
	<p><b>Communications</b></p> <ul style="list-style-type: none"> <li>• Publicise Neighbourhood Walkabouts and Estate Inspections</li> <li>• Keeping tenants and leaseholders informed about any regeneration or improvements in their areas</li> <li>• Increase information relating to planned programmes of maintenance</li> <li>• Publicise availability of environmental improvement budget for initiatives in communal areas</li> </ul>	<p>December 2023 (and ongoing)</p>	<p>Tenant Involvement Officers</p>	<p>Increasing knowledge and awareness relating to participation</p>