



North  
Northamptonshire  
Council

# North Northamptonshire Council Tenant Involvement Plan 2022 – 2024

*Working together to  
deliver quality services*



# North Northamptonshire Council Introduction

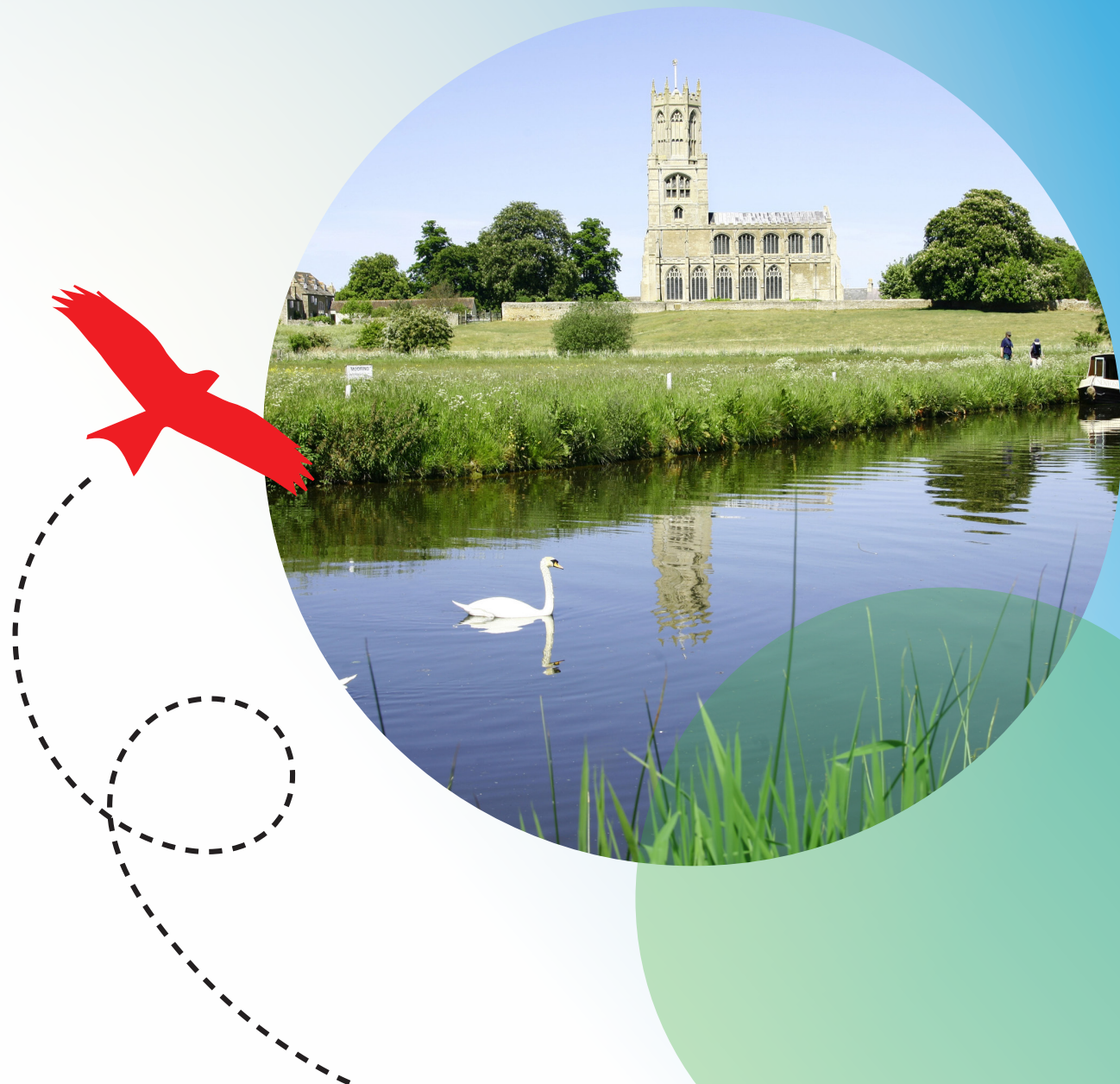
North Northamptonshire Council was created in April 2021.

The council is united in its desire to improve public services and this plan helps set out the priorities for tenant involvement.

The council housing teams have been working hard to transform and harmonise the service across North Northamptonshire.

This Tenant Involvement Plan has been designed with tenants and staff. It not only demonstrates how we will meet our legal and regulatory requirements, but also sets out ambitious priorities for the three years ahead. Whilst building upon the legacies from Corby and Kettering, it strengthens the opportunities for tenants to get involved.

This plan will be achieved through a dynamic action plan that will be developed, tracked and monitored through our Tenant Advisory Panel. We look forward to sharing our successes along the way.



# A Brief History of Tenant Involvement in North Northamptonshire

Tenants in our area have played a key role in shaping housing services for over 20 years.

Looking back, we are proud of our past tenant involvement activities and the many outcomes they achieved. Tenants have helped in areas such as in-depth scrutiny, decision making, monitoring standards and performance, setting up many new initiatives and overall service improvements.

Involvement opportunities over the years have included the following:



**Tenants Forum**



**Tenant Overview & Scrutiny Panel**



**Tenants Voice Scrutiny Group**



**Supported Housing Service Improvement Group**



**Annual Events**



**Neighbourhood Association Chair's Group**



**Quarterly Estate Walkabouts**



**Housing Tours**





# Why I Got Involved

“ I WANT TO CHECK THAT THE COUNCIL IS DOING WHAT IT SHOULD BE DOING. ”

“ I WANT TO MAKE A REAL DIFFERENCE TO THE SERVICES THAT TENANTS RECEIVE FROM THE COUNCIL'S HOUSING DEPARTMENT. ”

“ I WANT TO INFLUENCE HOW THE COUNCIL CAN MAKE REAL IMPROVEMENTS TO THE SERVICES THAT ARE PAID FOR BY TENANTS. ”

“ I WANT TO HOLD THE COUNCIL TO ACCOUNT -BECAUSE YOU CAN'T ACHIEVE ANYTHING IF YOU DON'T HAVE YOUR SAY. ”

“ I GOT INVOLVED BECAUSE I BELIEVE THAT THE MORE VOICES THERE ARE THE STRONGER OUR VOICE FOR CHANGE WILL BE. ”

“ I WANTED TO MAKE A REAL DIFFERENCE FOR TENANTS BY IMPROVING THE SERVICES THAT WE GET. ”

“ I WAS INTERESTED TO FIND OUT WHAT GOES ON IN HOUSING. ”

“ I JOINED SO THAT I COULD HAVE AN INFLUENCE ON NEW COUNCIL HOUSING POLICIES, PLANS AND STRATEGIES. ”

“ I WOULD LIKE TO ENCOURAGE OTHER PEOPLE TO REPORT IN HOUSING ISSUES AND BE ABLE TO GUIDE THEM TO THE RIGHT PERSON FOR ADVICE AND HELP. ”

“ I WANTED TO FIND OUT HOW THE COUNCIL'S HOUSING DEPARTMENT WORKS. ”

“ I WANTED TO SEE TENANTS BEING LISTENED TO AND THE POSITIVE RESULTS THAT THE TENANT'S VIEW CAN ACHIEVE. ”

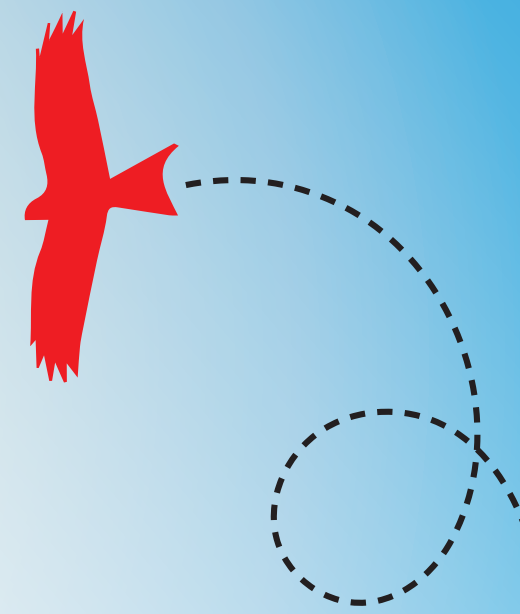
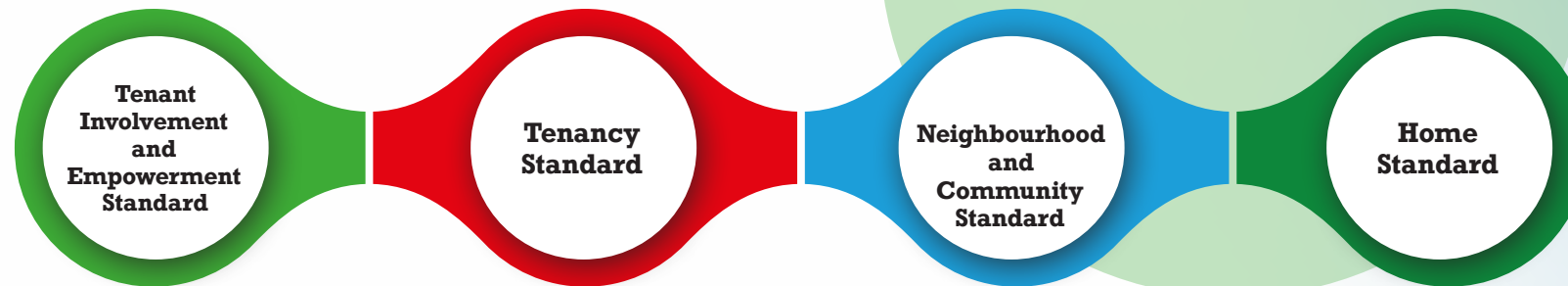
# Why Involve Tenants?

Tenants are acknowledged to be independent experts on the services delivered to them, their homes and the area that they live in. It is important that we are transparent and accountable in how our involvement service operates. We therefore need to obtain tenants' opinions, suggestions and views on housing and estate issues that matter to them. Tenants hold a wealth of knowledge that the council can tap into about community issues and what their area needs to thrive.

## Legal Duties



## Regulatory Requirements



### Future Housing Regulation

In the future, key aspects of social housing regulation are to be redesigned via the White Paper 'The Charter for Social Housing Residents'. There will be a focus on establishing a stronger relationship between landlords and tenants, strengthening consumer standards, setting new tenant satisfaction measures and improving how landlords deal with complaints.

### Using Tenant Feedback/Complaints To Improve Performance

As a registered provider of social housing, the council is a member of the Housing Ombudsman Complaints Service. As such, it has a corporate customer 'comments, complaints and compliments' process that is simple, accessible and that ensures complaints are resolved promptly, politely and fairly. It also offers a range of ways for tenants to express a complaint, sets out clear service standards for responding and gives tenants information on what to do if they are unhappy with the outcome.

# Ways To Get Involved

In December 2021, we asked our involved tenants about the opportunities that they would like the council to develop.

The menu of options below shows some of the ways tenants told us they would like to take part in delivering a housing service in the future

It is important that tenants can get involved in a way that suits them. Tenant involvement can mean different things to different people and can cover a wide range of activities. Some of these might be very informal like giving some feedback or a quick suggestion and some might be more formal like attending a special panel meeting to give your views.

We want there to be lots of ways to get involved, so that everyone has an opportunity for their voice to be heard. Tenants can help improve services in lots of ways, from taking part in short surveys and estate walkabouts to examining the way we do things, making suggestions and helping us to develop plans, policies and strategies.







**Armchair Involvement from Home**  
Flexible. Can be done anytime.  
No ongoing commitment required.

- Surveys
- Online Zoom meetings
- Mystery Shopping exercises by e-mail, telephone or letter
- Helping to edit information that we publish



**Active Involvement**  
Requires regular commitment.

- Inspecting empty homes
- Attending conferences and networking events
- Attending meetings or focus groups
- Representing tenants locally, regionally or nationally



**Influencing and Shaping Services**  
How well are we doing?  
Requires commitment to attend formal monthly meetings and training sessions.

- Membership of Scrutiny Group – this involves making recommendations to improve service standards and carrying out scrutiny of our performance
- Membership of Complaints Group-helping us review how complaints are handled
- Membership of Tenant Advisory Panel- influencing our future housing plans, policies, strategies and the ways we spend your rent money



**Improving Your Area**  
Help us improve your area with community events and activities, along with our partners.

- Supporting neighbourhood associations that meet monthly or every other month
- Attending resident led quarterly estate/village walkabouts for a couple of hours
- One off community clean up days, litter picks, fun days and well-being, community or information events

# How We Will Support You to Get Involved

We want to help you to get involved in a way that suits you and to support you to achieve and develop in your role.

We also want to remove any barriers, real or perceived, that might prevent you from getting involved. We want getting involved to be a positive experience that you will really enjoy and will provide you with the tools you need to fulfil your role effectively. The benefits available to you as an involved tenant might include:

- Laptop/tablet/smart mobile phone (where applicable).
- Reimbursement of travel, parking or childcare expenses so you are not out of pocket
- Access to training and support in your role
- Opportunities to develop new skills, confidence, and work experience that you can use on your CV in future
- A chance to meet and network with new people
- Incentives to reward you for your commitment





# Service Commitments

## We will:

- Create an action plan with clear implementation timelines to develop an involvement structure for formal and informal opportunities to get involved
- Work with the Executive Member and Assistant Director for Housing and Communities to form a Tenant Advisory Panel that acts as a consultative group and a sounding board for the council housing service
- Implement positive ideas to continuously improve the services we provide to ensure that we meet present and future housing regulatory requirements
- Measure the results of tenant involvement to celebrate successes and value that it brings to projects
- Embed a culture of involvement in housing services by linking it directly to the council's governance structure, housing business improvement plans and our service commitments
- Allocate sufficient resources for tenant involvement to take place and assess its successes and failures
- Provide information to tenants in their preferred formats
- Ensure that tenants and the wider community can influence services when planning future housing redevelopment or neighbourhood projects



# Links

This plan links to the following strategies and services;



We will also work with our partners in the public, voluntary and community sectors as well as other relevant council departments including Community Safety, Grounds Maintenance and Community Services.



# Equality Statement

North Northamptonshire Council is committed to treating people fairly and in line with the general equality duty as set out in the Equality Act 2010.

We want to make sure that we promote equality, diversity and inclusion in all of our Tenant Involvement activities.

## We will:

- organise, promote and carry out our Tenant Involvement activities in ways that make them accessible to all
- aim to ensure that our involved tenants reflect the diversity of the communities in which we operate
- recognise the challenges and needs of our neighbourhoods and help support individuals and communities to reach their potential
- ensure that any standard documents we produce can be provided in accessible formats





## Next Steps

We intend to work with our tenants, leaseholders and the wider community to prepare actions with timescales in this flexible plan to implement our service commitments and future regulatory change.

## Contact Us

Get in touch with our Tenant Involvement Team in the first instance to discuss getting involved.

Telephone **0300 126 3000** or e-mail [tenant.involvement@northnorthants.gov.uk](mailto:tenant.involvement@northnorthants.gov.uk)

