







Tenant Involvement Statement -

2017-18

1.0 OVERVIEW

Having been awarded Customer Service Excellence, Investors in Excellence Accreditation and working towards leaders in Diversity, it is recognised that Inclusion Housing (IH) put our tenants at the heart of what we do and our decision making; the outcomes of which deliver effective customer / tenant involvement opportunities for all.

Inclusion endeavour to encourage and monitor the impact of tenant engagement in ensuring our tenants are included, and able to influence the decisions and direction of our business.

Specific emphasis is placed on the three strategic objectives detailed in the Tenant Involvement Strategy 2015 – 2018:

- Establish effective consultation with tenants and customers to inform decision making.
- Maximise tenant involvement to influence and shape services.
- Promote, encourage and support community activities and initiatives that provide benefits for communities.

This statement provides an overview of our broad aims for involving tenants. It explains how our tenant involvement work promotes accountability, influences the services we provide and improves the neighbourhoods in which we work.

It reflects the shared aspirations for achieving meaningful outcomes from tenant involvement and provides a framework within which more local projects and investment can be developed in partnership with our tenants.







2.0 PROGRESS 2017

The table below provides an overview into the different involvement, consultation and community initiatives that Inclusion Housing has been involved with over the last year.

Overall, it demonstrates a wide body of varied work that Inclusion Housing has been involved in. We look forward to receiving ideas and approaches from tenants about what else we can work with and invest in to make a difference in their communities.

	Events / Activities	No Involved	Times / Year	Outcomes
CONSULTATION	IHM	All Tenants	26	One to one contact Documented requests
	Customer Satisfaction	All Tenants	1	Published resultsDocumented improvement
	Influencing	150	1	Published resultsEngagementInfluencing the business
INVOLVEMENT	Notice Boards	All Schemes	26	Informed on safetyRegular visits documented
	Tenant Meetings	N/A	1	Life enrichmentInclusivityCombat social isolation
	Newsletter	All Tenants	1	 Published results You Said – We Did Case studies (how we can help) Meet the teams
	Tenant Success Stories	12	1	Making a difference Success stories
	Tenant Annual Report	12	1	Transparency Insight & accountability





	Events / Activities	No Involved	Times / Year	Outcomes
COMMUNITY ACTIVITIES	Gardening projects (courses, equipment, flowers and veg growing)	120+	ongoing	Life enrichmentInclusivityCombat social isolationSocial skillsHealth and wellbeing
	Arts and crafts with local high school students	6	1	StimulationCombat social isolationInclusivityReminiscence
	Paint donated for communal area	6	1	StimulationCombat social isolationInclusivityReminiscenceSocial skills
	Exercise Classes	30	6	 Stimulation Combat social isolation Inclusivity Reminiscence Social skills Health awareness
	Santa stride	10	1	StimulationCombat social isolationInclusivityReminiscenceSocial skillsHealth awareness
	Fun run / walk	20	1	StimulationCombat social isolationInclusivityReminiscenceSocial skillsHealth awareness
	Christmas decorations / events	25	1	StimulationCombat social isolationInclusivityReminiscenceSocial skills
	Tenant training courses (animal welfare / pruning)	2	24	StimulationCombat social isolationInclusivityLearningSocial skills
	Coffee and cake welcome for new tenant	12	1	StimulationCombat social isolationInclusivityOwnership





3.0 CONSULTATION

All our tenants have the right through their tenancy agreements and in accordance with the Customer Charter, to be consulted about the management of their homes and to influence services (as well as having opportunities to get more closely involved in the work of IH, if they wish to). Here is what we have achieved this year.

Intensive Housing Management provides all tenants with an opportunity to engage directly with their dedicated Managing Agent on a two-weekly basis. These visits cover a range of topics such as rent accounts, facilities, repairs and ASB, and aim to ensure tenants manage and maintain their tenancies in an effective way which suits their individual needs; while ensuring their homes and communities are safe and well maintained.

Customer Satisfaction has remained at **89%** across the business for the second year, the target has been increased to 92%. IH also aim to achieve a Net Promoter Score of above 60; this is being consistently achieved across the service provision.

Highlights from the September 2017 satisfaction survey show performance is very strong in the following key areas:

- A return rate of 51% (527 customers)
- Overall Satisfaction with Inclusion remains at 89%
- Overall dissatisfaction with inclusion is 4%, a reduction of 1% on previous year

There are still high levels of satisfaction with the service provided by Managing Agents (93%); continuing to demonstrate the success of Inclusions approach to recruitment on an attitude and transferrable skills basis. As a result, 92% of tenants feel they are supported in their home and 90% report feeling safe.

Tenant Consultation is progressing; in the past 12 months we have consulted with tenants on several service areas which we felt would be important to them, to help us shape our existing and future services:

• Satisfaction with Investment works

Tenants appreciate the works undertaken and felt their opinions were listened to.

Content and format of tenant newsletter

Feedback determined that the newsletter was too long, needed to be much shorter, larger print and be made up of case studies / success stories rather than service statistics. Discussions are underway to see how these recommendations can be incorporated in to the next newsletter.

Content and format of proposed customer website

Tenants felt the photography was too similar and asked for a forum to be incorporated to the site. IH has amended some photography and will monitor site use once live to see if a forum would be cost effective; further consultation will be necessary prior to the launch of a forum due to the vulnerabilities of some of our tenants.

ASB Policy

Tenants tell us they prefer to report ASB issues direct to their Managing Agent and have confidence that IH will resolve any issues they may experience.

• Complaints Policy

Tenants felt generally that Inclusions approach and target timescales for action / resolution were fair.

• Tenant Involvement Policy

Some tenants were not aware of our HomeLife project which is a learning point. Most tenants were happy to get involved in influencing our service but stressed their preference is via face to face consultation / conversations with their managing agents.

Adaptations

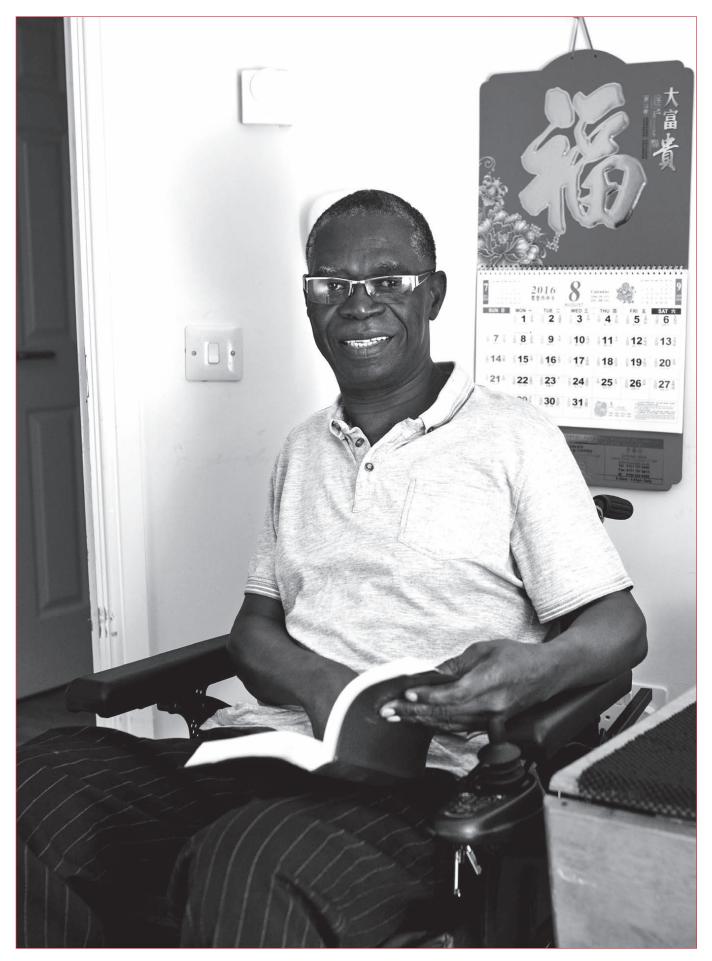
76 tenants took part in the consultation around existing adaptations within their homes, these ranged from automated door openers, level access showers and adjustable work surfaces. The results will be shared with the Property Team to ensure the feedback can be incorporated into future development specifications; the consultation also raised awareness of a need for additional adaptations for individuals which are now being progressed.

In 2016-17, just 8 tenants were involved in directly influencing the business, this has risen to more than 150 tenants participating in 2017-18. **The table below details all consultation events to date:**

Area / Theme	Date of Consultation
Customer Satisfaction	Spring 16
Tenant Profiling / Identify engagement opportunities	July 16
Customer Satisfaction	September 16
Repairs process / experience	September 16
Tenancy sign up process / experience	September 16
Facilities Management process / experience	September 16
You Said – We Did	December 16
Investment Customer Satisfaction	January 17
Mystery Shopping	February 17
Tenant newsletter feedback	April 17
You Said – We Did	April 17
Customer website content	26 May 17
Feedback on newsletter content / format	May 17
Tenant success stories / feedback on Inclusion	July 17
Tenant Involvement policy	September 17
ASB policy	September 17
Complaints policy	September 17
Customer Satisfaction	September 17
Customer website demo to tenants	Dec 17 / Jan 18
Adaptations (Dec 17)	Dec 17 / Jan 18
Tenants Annual Report	Dec 17 / Jan 18

We continue to encourage tenants to take part in helping to shape our services and decisions and continually adapt the way in which we engage in consultation to achieve more meaningful responses and outcomes.





4.0 INVOLVEMENT

Our founding principle is to deliver excellent services that meet our customers' aspirations. Involving our tenants and keeping them informed is central to achieving our priorities.

At Inclusion Housing, tenants will be provided with opportunities to be involved in ways they can access easily and feel comfortable with.

By 'involved' we mean actually working with us on options and projects, rather than simply expressing an opinion through some form of consultation exercise. We understand that not everyone wants the same level of involvement and that involvement will vary across our range of services and activities.

IH aims to develop capacity amongst tenants to sustain involvement in the longer term and adopts a flexible approach to help individuals and groups to participate at the level of involvement they feel comfortable with.

Community events we continually update our list of activities and community events in which customers can participate, this approach enables the Managing Agents to share the information and opportunities with tenants at tenancy sign up and encourage them to take part in activities and events taking place in their scheme or the wider community.

Communication boards are personalised by scheme and give tenants the information they need to contact their designated Managing Agent (MA) over any issues or queries they may have. The boards advise when the MA will next be visiting to undertake scheme checks. Our tenants can contact IH at any time to discuss any issues present on their scheme or put forward their ideas for improvement.

Tenant meetings are encouraged at each scheme, facilitated by the Managing Agent and / or scheme managers. A small number are regularly taking place across the business and under our HomeLife project we are doing meet and greets (coffee and cakes) for new tenants in some schemes or shared houses to help them settle and become part of thegroup.

Newsletters are regularly published at our Extra Care schemes, to advise tenants of activity and Involvement opportunities. The second business wide IH Newsletter has been developed and published on our website with paper copies made available to tenants via their Managing Agents. Newsletters actively encourage tenants to get involved in helping to shape and influence our business.

Tenant Annual Reports have been circulated to all tenants and scheme managers. The report includes many case studies and success stories in which our tenants share their experiences of living in Inclusion Housing schemes and the positive impact supported living has on their lives and wellbeing.

A mystery shopping exercise was done in early 2017, aligned to Inclusion service standards; it enabled us to reflect on the level and quality of service we provide throughout the business. A second exercise will be undertaken in 2018 where we will continue to actively seek tenants to assist us in gathering the information we require.







5.0 COMMUNITY / SCHEME ACTIVITIES

IH is committed to supporting strong, healthy communities, recognising that the business role is not just to invest in bricks and mortar but also to work with the people living in each of the neighbourhoods we serve. In addition, working at the community level increases our capacity for dealing with issues of social exclusion and equalities.

Community Initiatives have been delivered via the HomeLife project this financial year to

help tenants engage with other tenants and the wider community, such as:

- Arts and crafts materials donated to assist with memory mapping workshops in our schemes.
- A series of gardening projects have been supported right across the business. Equipment and seeds have been purchased to encourage tenants to grow their own fruit, flowers and vegetable; one tenant has been funded to attend a college course on gardening. Tenants in the North East Lincs area have also been encouraged to enter the local 'in bloom' contest by demonstrating they have the most attractive garden, recognition has been given for the hard work and achievements.

- Christmas decorations have been purchased for some new schemes to encourage use of communal areas and engagement at a scheme level.
- Inclusion sponsored one tenant to do a charity walk for the victims of Grenfell; other schemes also took part in a Santa Dash and other sponsored walks to increase fitness and raise awareness of mental health and physical disabilities.
- Inclusion continue to fund cakes and coffee for welcome meeting for new tenants.

These are just some examples of what can be achieved to help our tenants participate in scheme and community activities. More than 50 initiatives have been delivered this year with some very positive outcomes for individual tenants and schemes.







6.0 HOMELIFE INVESTMENT

During the reporting period the following activities / initiatives have been approved and funded through our HomeLife project:

Scheme	Project	Cost	Status	No. of tenants benefitting
Milburn Court, Ashington	2 benches for tenants to enjoy external space	96.09	Complete	9
Thackerays Lane, Nottingham	Decorating living room	315.00	Submitted - awaiting approval	10
Strand Court, Grimsby	Dominos, cards, CDs	65.00	Complete	Up to 60
Strand Court, Grimsby	HomeLife CD's	5.00	Complete	Up to 60
Enfield schemes	BBQ event	100.00	Complete	About 50
Grimsby	Entry fee for tenants to participate in Grimsby Fun Run	45.00	Complete	9
Charolais and Suffolk, Stoke on Trent	Arts project with local high school	400.00	Submitted - awaiting approval	8 (and 16 pupils)
Sorogold Close, St Helens	Materials to build patio at scheme outside communal room	482.34	Complete	29
Bluebell Court, Blackpool	Tenant gardening project	65.00	Complete	12
Cedar Tree Apts, Wolverhampton	Charity walk in aid of Grenfell Tower victims	150.00	Complete	1
Nash Close, Corby	City & Guilds Level 2 Certificate of technical competence in pruning.	110.00	Submitted - awaiting approval	1
Emery Court, Cramlington	Communal gardening / vegetable growing	250.00	Submitted - awaiting approval	14
Church View, Sunderland	Communal gardening / vegetable growing	250.00	Submitted - awaiting approval	24
Brunswick Gardens, Brunswick	Communal gardening / vegetable growing	308.66	Submitted - awaiting approval	16
Milburn Court, Ashington	Communal gardening / vegetable growing	250.00	Submitted - awaiting approval	9
Seafarers Way, Sunderland	Exercise classes, music, reminiscence	78.75	Submitted - awaiting approval	30
Moorgate Mill, Blackburn	Gardening / vegetable growing	200.00	Pipeline being reviewed	9
Charolais and Suffolk, Stoke on Trent	Communal cleaning of 4 bed houses - vacuums for tenants	275.00	Pipeline being reviewed	8
Enfield schemes	Communal cleaning of 4 bed houses - vacuums for tenants	150.00	Pipeline being reviewed	About 50
Old Viaduct, Workington	Gardening project	200.00	Submitted - awaiting approval	5
Bluebell Court, Blackpool	Gardening project - supported last year and wanting to do more improvements / planting etc	100.00	Submitted - awaiting approval	10
Bluestone Lane, Immingham	Gardening / plant growing enabling tenants to participate in local 'In Bloom' competition	100.00	Submitted - awaiting approval	4



Scheme	Project	Cost	Status	No. of tenants benefitting
Bluestone Lane, Immingham	Gardening / plant growing enabling tenants to participate in local 'In Bloom' competition	100.00	Submitted - awaiting approval	4
Clyfton Crescent, Immingham	Gardening / plant growing enabling tenants to participate in local 'In Bloom' competition	100.00	Submitted - awaiting approval	4
Strand Court, Grimsby	Memory mapping projects over 3/4 months inc arts & crafts, music, reminiscence	1000.00	Pipeline being reviewed	Up to 60
Hill Top, Wellington Road	Improvements to rear courtyard to improve tenant interaction	700.00	Pipeline being reviewed	
New Integra Portfolio, Dudley	Cooking classes, poly tunnel, cinema nights	2000.00	Pipeline being reviewed	30
Ashmount Court, Doncaster	Tenant wishing to teach others gardening skills / gardening project	200.00	Pipeline being reviewed	16
Brunswick Gardens, Brunswick	Christmas event	200.00	Approved - completed	15
Church View, Sunderland	Potential arts and crafts / fitness projects / courses	500.00	Pipeline being reviewed	Scheme
Various schemes, Grimsby	Tenants to participate in local 'Santa Stride' - local walk around Grimsby	150.00	Approved	About 10
Pioneer House, Stoke	Greenhouse / gardening equipment	500.00	Submitted - awaiting approval	Scheme
Acorn Court, Exeter	Art project depicting struggles with mental health	350.00	Submitted - awaiting approval	1
Kingsley Road, Kingsbridge	Garden furniture, BBQ, plants	300.00	Submitted - awaiting approval	Scheme
Pear Tree Court, Kettering	Tenant training course on Animal Care Level 2	389.00	Approved	1
Claridge Court, Rushden	Christmas decorations	100.00	Approved - completed	Scheme
Mayfair Court, Raunds	Christmas decorations	100.00	Approved - completed	Scheme
Harraby Croft, Carlisle	Raised flowerbeds for disabled tenants	300.00	Submitted - awaiting approval	3
Old Manse, Bristol	Communal notice board displaying local services / activities	70.00	Submitted - awaiting approval	Scheme
Ashmount Court, Doncaster	Greenhouse / gardening equipment	200.00	Submitted - awaiting approval	Scheme
Church View, Sunderland	Riding courses for disabled	424.00	Pipeline being reviewed	
Seafarers Way, Sunderland	Open day - food etc	415.00	Pipeline being reviewed	
Ashmount Court, Doncaster	Therapy Course	482.00	Submitted - awaiting approval	1
Cornmill House, Leeds	Allotment rent and gardening equipment	84.00	Submitted - awaiting approval	16
Croft House, Preston	Bedding plants and gardening equipment	250.00	Submitted - awaiting approval	15





7.0 FUTURE DIRECTION

Project Plan

Operating a sound & successful business means that we can deliver the excellent services and investment that our customers demand. IH will not compromise on this otherwise we undermine the best interests of those we serve. Putting tenants at the heart of decision making is a primary objective reflecting greater confidence in engaging and involving our customers.

IH will establish a framework of tenant involvement activity that provides a range of opportunities for participation and consultation. Within this is a pool of choice relating to the depth that tenants and customers would like to engage and work with Inclusion Housing in shaping its services and the future. Providing a wider range of opinions and choice, supported by advances in new technology and making it easier and more convenient to interact, is an approach that will help deliver this strategy.

Our project plan (initially reported in the 2017 statement) is set below and shows the progress achieved against our objectives:

Scheme	Project	Cost	Status
Develop Tenant Involvement database by Managing Agent patch	Managing Agents flag activities and groups in area at sign up to encourage engagement	August 17	Complete
Develop mystery shopping programme aligned to IH Service Standards	Planned approach to improving user experience and customer feedback	2017-18	Complete
Progress third round of customer satisfaction surveys	Benchmarking against previous results to identify further service improvement requirements	October 2017	Complete
3 x newsletters annually	Promoting good news stories and feedback on improvements made 'You Said – We Did'	4 monthly	Two newsletters and Tenant Annual Report devised
Produce and market our Annual Tenant Involvement Statement	Promoting and Informing	Annually (April/May)	Complete
Consider charitable donations to organisations offering support in communities that impact considerably on IH tenants	Improved tenant engagement under HomeLife project	2017 - 18	Ongoing
Establish links with community learning groups and provide appropriate support and resource	Promote lifelong learning in communities under the HomeLife project	2017 - 18	Ongoing
Maintain Customer Service Excellence accreditation	Continuous Improvement	2017 - 18	Complete
Facilitate safeguarding discussions at our larger or most vulnerable schemes	Raise awareness for tenants	2017 – 18	Complete
Establish tenant Representatives at larger schemes	Involvement for tenants in scheme inspections and feedback on service	2017 - 18	Ongoing





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