

National Standards Self-Assessment (July 2018)**Tenant Involvement and Empowerment Standard**

Standard	Outcome	Evidence	Gaps	Action to be taken/ Local offer
1.	Required outcomes			
1.1	Customer service, choice and complaints			
	Registered providers shall:			
a)	provide choices, information and communication that is appropriate to the diverse needs of their tenants in the delivery of all standards	<p>The following are ways in which BCT communicates with tenants:</p> <ul style="list-style-type: none"> • Quarterly BCT newsletters • Annual Report to Tenants • Communication available in alternative formats with translation service available. • Website accessible to residents and stakeholders • Social media • Customer Care Visits • Estate Walkabouts • Housing Management drop in sessions • Various Housing Management letters • Information available in BCT reception and shared with local partners / stakeholders <p>Information is available in various formats.</p>	None.	<p>BCT to continue to be open and transparent in communications with tenants.</p> <p>The Customer Scrutiny Committee will be involved in reviewing policies and procedures.</p> <p>The Communications Group will have involvement in the production of the quarterly BCT News Letters and Annual Report to Tenants.</p>

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b)	have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly.	<p>BCT currently have a complaints policy and procedure in place that ensures:</p> <ul style="list-style-type: none"> • response timescales are adhered to and in addition there is a clear escalation process • Complaints are investigated by Managers / Directors. • A clear complaints escalation process. • Complaints performance is reported to Customer Scrutiny Committee and BCT Board. 	None.	<p>Customer Scrutiny Committee review of BCT Complaints Policy and Procedure.</p> <p>Customer Scrutiny Committee to receive scrutiny training from the Centre for Public Scrutiny.</p>
1.2	Involvement and empowerment			
	Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in:			
a)	the formulation of their landlord's housing related policies and strategic priorities	<p>Tenants have the opportunity to be involved in the shaping of BCT policies and priorities through the:</p> <ul style="list-style-type: none"> • Customer Scrutiny Committee • Ground Maintenance Inspectors • Through the Byker Tenants and Residents Association (TARA) that BCT supports. <p>In addition, feedback can be provided through:</p>	None.	<p>BCT will further develop the scrutiny function throughout 18/19 allowing tenants the opportunity to shape housing related policies and strategic priorities.</p> <p>This will be done by hosting scrutiny workshops and boot camps and agreed via the Customer Scrutiny Committee.</p>

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		<ul style="list-style-type: none"> • Customer Care Visits • Survey of Tenants and Residents 		
b)	the making of decisions about how housing related services are delivered, including the setting of service standards	<p>Customer Scrutiny Committee will be involved in reviewing policies, procedures and service standards</p> <p>Bi- annual STAR survey also issued to Tenants and Residents of the estate.</p>	None.	Programme to develop service standards across key areas of the business will be part of the work undertaken by the Customer Scrutiny Committee.
c)	the scrutiny of their landlord's performance and the making of recommendations to their landlord about how performance might be improved	<p>BCT Board which includes Tenant Board Members oversees performance and receives regular performance reports.</p> <p>The Customer Scrutiny Committee likewise.</p>	None.	Performance will continue to be reported to BCT Board and Customer Scrutiny Committee with more in-depth reviews of service areas presented to Board.
d)	the management of their homes, where applicable	N/A	None.	
e)	the management of repair and maintenance services, such as commissioning and undertaking a range of repair tasks, as agreed with landlords, and the sharing in savings made, and	<p>BCT's Tenant Board Members receive reports in relation to the repairs and maintenance service.</p> <p>The Customer Scrutiny Committee also review performance in relation to repairs and tenants are included in the membership of this committee.</p> <p>Tenants are regularly issued with Voluntas satisfaction surveys in relation repairs issues. The survey</p>	None.	An in-depth review of the repairs and maintenance jobs and costs will be reported to BCT Board in August 2018. A review of services and procedures involving customers will be carried out in 2018/19. Performance reports will continue to be presented to BCT Board and Customer Scrutiny Committee.

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		results are being used to help BCT to improve services.		Scrutiny reviews will be undertaken and sub groups established to consider tenants needs that can be considered when tenders are being issues. Voluntas surveys will continue to be issued.
f)	Agreeing local offers for service delivery.	Local Offers are in place.	None.	BCT will promote and publicise local offers via BCT website and social media. Customer Scrutiny Committee will review and further develop local offers.
1.3	Understanding and responding to the diverse needs of tenants			
	Registered providers shall:			
a)	Treat all tenants with fairness and respect	BCT have an Equality and Diversity Policy in place.	None	
b)	demonstrate that they understand the different needs of their tenants, Including in relation to the equality strands and tenants with additional support needs.	Tenant profiling data is available. Customer Care Visits are used to keep profiling data up to date.	None	BCT will continue to capture profiling data as part of the housing application and sign up process. Customer Care Visits will ensure that this data is updated regularly.
2	Specific expectations			
2.1	Customer service, choice and complaints			
2.1.1	Registered providers shall provide tenants with accessible, relevant and timely information about:			

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a)	how tenants can access services	<p>Information about how tenants can access BCT services is promoted via:</p> <ul style="list-style-type: none"> • BCT Website • Quarterly newsletter • Social media • Pre-tenancy workshops • Tenancy sign up sessions <p>In addition, the BCT office is located in the centre of the Estate Neighbourhood Housing Officers are also patch based and are visible and regularly on the estate.</p>	None.	
b)	the standards of housing services their tenants can expect	<p>Standards are available and reported in various ways via:</p> <ul style="list-style-type: none"> • Information on BCT website • Quarterly Newsletter • Annual Report to Tenants • Performance reports to BCT Board with reports being published on the BCT website • Information provided to Customer Scrutiny Committee 	None.	The Customer Scrutiny Committee will be involved in the future development / co-production of service standards. BCT will promote Service Standards through the various channels available.
c)	how they are performing against those standards	<p>BCT regularly make available performance information that covers a range of services that BCT deliver. This includes</p> <ul style="list-style-type: none"> • Performance reports to BCT Board 	None.	Both BCT Board and Customer Scrutiny Committee will continue to receive performance reports. BCT Board also receive in-depth performance reviews.

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		<ul style="list-style-type: none"> • Board reports are accessible on the BCT website • Performance information provided to Customer Scrutiny Committee • Performance information included in the Annual Report to Tenants 		
d)	the service choices available to tenants, including any additional costs that are relevant to specific choices	Customer Scrutiny Committee involved in the review of the concierge service, although this is not an optional service. Rent and service charges, including district heating are set.	None.	Customer Scrutiny Committee involved in the review of the Concierge and Cleaning Contract. Wider consultation will also take place with service users.
e)	progress of any repairs work	When repairs are reported each repair is given a priority code and tenants are advised how long a repair is expected to take. An appointment is arranged with the tenant to enable the operative to visit at a convenient time. Tenants can contact the repair team to update them or to find out how their repair is progressing. Using the MY BCT application on the BCT website tenants can also view their repair history as well as reporting new repairs. Repair performance is monitored by Customer Scrutiny Committee and also reported to BCT Board.	None.	Repairs and maintenance data will continue to be reported to BCT Board and also Customer Scrutiny Committee.
f)	how tenants can communicate with them and provide feedback	BCT tenants are able to provide feedback through a number of	None.	

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		<p>ways which is widely publicised through:</p> <ul style="list-style-type: none"> • Social Media • BCT Website • Newsletter • Housing Office • Promotional materials • BCT Tenants Conference (held annually) 		
g)	the responsibilities of the tenant and provider	<p>Tenant and provider responsibilities are set out clearly in the BCT tenancy agreement. This is also discussed as part of any pre-tenancy work, sign up sessions and Customer Care Visits.</p>	None.	Tenancy agreement published on the BCT website and pages kept up to date.
h)	Arrangements for tenant involvement and scrutiny.	<p>BCT have a number of ways that tenants can be involved and scrutinise services, including:</p> <ul style="list-style-type: none"> • Customer Scrutiny Committee • Grounds Maintenance Inspectors • Performance reports to BCT Board <p>BCT also support the Byker Village Tenants and Residents Association and holds an annual Tenants Conference.</p>	None.	BCT will continue to work with partners to reach out to under-represented and hard to reach groups.
2.1.2	Providers shall offer a range of ways for tenants to express a complaint and set out clear service	<p>Complaints policy in place. Clear timescales for response included.</p>	None.	Customer Scrutiny Committee reviewing Complaints policy and procedure.

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	standards for responding to complaints, including complaints about performance against the standards, and details of what to do if they are unhappy with the outcome of a complaint. Providers shall inform tenants how they use complaints to improve their services. Registered providers shall publish information about complaints each year, including their number and nature, and the outcome of the complaints. Providers shall accept complaints made by advocates authorised to act on a tenant's/tenants' behalf.	Escalation process clearly detailed. Complaints data reported to Customer Scrutiny Committee receive complaints data. Learning from complaints process used and assessment made by the manager responsible. Complaints accepted from advocates providing GDPR is adhered to.		Complaints data will be reported to Customer Scrutiny Committee on a quarterly basis. Number and nature of complaints can be published in the Annual Report to Tenants and on BCT website.
2	Involvement and empowerment			
2.2.1	Registered providers shall support their tenants to develop and implement opportunities for involvement and empowerment, including by:			
a)	supporting their tenants to exercise their Right to Manage or otherwise exercise housing management functions, where appropriate	No requests have been received from tenants in relation to the Right to Manage.	None.	
b)	supporting the formation and activities of tenant panels or equivalent groups and responding in a constructive and timely manner to them	BCT support the Byker Village TARA. <ul style="list-style-type: none"> • TARA are supported by Community Engagement Officer and Neighbourhood Housing Officers. 	None.	BCT to continue to support TARA and associated activities. Youth Forum will continue to meet to look at the needs of young people on the estate.

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		<ul style="list-style-type: none"> • TARA are empowered to work independently. • Implementation of issues log/tracker with clear ownership and deadlines for completion • Community led clean ups at various locations. • BCT have supported TARA led events through the Community Budget. <p>BCT have worked with young people and their families to disengage with youth ASB and developed a “Youth Forum”</p>		
c)	the provision of timely and relevant performance information to support effective scrutiny by tenants of their landlord’s performance in a form which registered providers seek to agree with their tenants. Such provision must include the publication of an annual report which should include information on repair and maintenance budgets,	<p>BCT produce the Annual Report to Tenants, which is tenant approved prior to publication. The report includes:</p> <ul style="list-style-type: none"> • Budget charts are included in the annual report • Performance is detailed within the report <p>Performance reports are also provided to the Customer Scrutiny Committee.</p>	None.	Customer Scrutiny Committee to continue to receive regular performance reports.
d)	Providing support to tenants to build their capacity to be more effectively involved.	The Customer Scrutiny Committee will receive training from the Centre for Public Scrutiny and additional in house training for performance management.	None	The Customer Scrutiny Committee will have a rolling programme of training available that will help to support with capacity and skill building.

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		<p>BCT have also delivered capacity building training to the Byker TARA.</p> <p>In addition:</p> <ul style="list-style-type: none"> • 4 tenants have completed the online basics training course • 2 new online champions have been trained. • Foundation Futures have worked with young people to develop a number of skills to assist with the “Youth Forum” 		
2.2.2	Registered providers shall consult with tenants on the scope of local offers for service delivery. This shall include how performance will be monitored, reported to and scrutinised by tenants and arrangements for reviewing these on a periodic basis.	Performance is reported to Customer Scrutiny Committee and BCT Board. Performance reports are available in the public domain. Customer Scrutiny Committee are able to identify areas for performance and service review. BCT Board also receive in-depth service review information.	None	Performance information will continue to be provided to BCT Board and Customer Scrutiny Committee. Better publication of service standards is needed.
2.2.3	Where registered providers are proposing a change in the landlord for one or more of their tenants or a significant change in their management arrangements, they shall consult with affected tenants in a fair, timely, appropriate and effective manner. Registered providers shall set out the proposals clearly.....(see doc.)	N/A	None	
2.2.4	Registered providers shall consult tenants at least once every three	Customer Scrutiny Committee implemented.	None	Review arrangements need to be developed for 2021

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	years on the best way of involving tenants in the governance and scrutiny of the organisation's housing management service.			
3	Understanding and responding to diverse needs			
3.1	Registered providers shall demonstrate how they respond to tenants' needs in the way they provide services and communicate with tenants.	Equality and Diversity policy in place. Communications available in various formats.	None	

Completed by	Emma Leggott / Philip Pollard
Designation	Community Engagement Officer / Director of Operations
Date Completed	July 2018