

TPAS Engagement Standards 2020 – BCT Self-Assessment

Criteria 1 - Governance	BCT Comment
<p>1.1 There is a clearly defined and agreed role for residents in the governance arrangements of the organisation.</p>	<p>BCT has 4 Tenant Board Members. Customer Scrutiny Committee (CSC) is a formal committee that is part of BCT governance arrangements. The role of the CSC is set out in the Terms of Reference, and the Chair reports regularly to the Board on the work of the Committee. CSC has a Tenant Board Member as Chair.</p>
<p>1.2 There are clear, widely publicised routes for residents to hold the organisation to account on standards for service delivery.</p>	<p>Tenant Engagement Framework in place. BCT Performance is published through Board reports, reports to CSC and on BCT website Service Standards in place.</p>
<p>1.3 There is an environment of mutual respect between the organisation and its residents.</p>	<p>BCT has a Code of Conduct for employees, tenant board members and involved tenants.</p>
<p>1.4 There is an honest relationship between the organisation and its residents on areas of service improvement.</p>	<p>BCT publish Board reports on the BCT website, which includes performance and In-depth service reviews. Performance regularly explained at CSC meetings. BCT actively encourage tenant's involvement. CSC reviews include tenants. Recent Examples are BCT Complaints and Compliments Policy and Procedure and the Repairs and Maintenance Review. Tenant Grounds Maintenance Inspectors measure the grounds maintenance service KPIs.</p>
<p>1.5 The organisation provides regular assurance to its residents as to how it keeps them safe in their homes and how it meets the regulatory and legal requirements.</p>	<p>Regular updates to BCT Board. "Safety in your home" page on BCT website Information leaflets provided to all tenants covering health and safety issues and supplied to new tenants at sign up stage. Fire Risk Assessment (FRA) information and progress updates of FRA actions published on the BCT website.</p>
<p>1.6 The organisation engages with residents to produce an appropriate and meaningful Annual Report.</p>	<p>Annual Report to Tenants produced, involving tenants as part of the Customer Communications Group. The report is delivered to all households and published on BCT website.</p>
<p>1.7 There is consistent and honest sharing of information with residents about the risks the organisation faces, how</p>	<p>CSC receives quarterly performance report that details key area of performance affecting the business and outlines mitigations. Board Risk Register reports are available for public consumption. Risk Registers reported to Board and associated Board committees.</p>

it is meeting key organisational targets and how it plans to deal with areas of concern.	Stress testing exercises undertaken by Board. Progress on the Corporate Plan Action Plan is reported to Board quarterly. The Action Plan is also published on the BCT website.
1.8 The organisation shares publicly the impact made from its resident engagement activities.	Information is included in the Annual Report and BCT Byker News. BCT strategic objectives 2020/25 are publicised. Results of four separate surveys with customers, previous customers, stakeholders and the public at large in Newcastle were shared with the CSC.

Criteria 2 – Scrutiny	BCT Comment
2.1 Scrutiny activity works to the five TPAS Scrutiny key principles; Independent, Inclusive, Positive, Constructive & Purpose	TPAS model principles were adopted by the BCT Board and CSC when developing the BCT scrutiny model.
2.2 An appropriate and agreed scrutiny model is in place with clear routes into the governance, business and service delivery operations of the organisation	CSC in place and is a formal committee of BCT's Governance structure. CSC model undertakes tenant-led service reviews which are to the BCT Board.
2.3 The organisation, including its staff and governance functions, values scrutiny as a critical friend from an independent resident-led process	BCT's CSC sits at the heart of the organisation's governance structure, service quality reviews, performance monitoring and appropriate engagement and involvement activities. Complaints and Compliments Policy and Procedure is a positive example of a recent tenant led review process.
2.4 Scrutiny produces evidence-based recommendations, is designed to improve services, increase efficiency and provide robust assessment	CSC has the opportunity to review and recommend service improvements. Examples of CSC involvement in service improvements include Concierge and Cleaning Contract and review of Complaints and Compliments. A team of Tenant Grounds Maintenance Inspectors regularly report on the work of the GM Team and then make recommendations for improvement where necessary.
2.5 Scrutiny activity is provided with the financial and administrative support it needs to carry out its business	Activity is supported through all necessary resources being made available for meetings, training and administration.
2.6 Scrutiny is provided with all relevant performance, regulatory, legal and benchmarking information it needs to carry out its business	Performance information is provided to Board and CSC. Performance information includes benchmarking measures using HouseMark information. Regulatory Standards assessments are reported to Board and CSC. The Annual Report to Tenants includes BCT's Regulatory Judgement, Regulatory Standards self-assessment and additional benchmarking information.
2.7 Scrutiny has strong links with the other organisational engagement structures and the wider resident base in order to support its overall aims.	Scrutiny links with other engagement structures including the Annual Tenants Conference, Annual Family Fun Day, various consultations and CSC members engage with tenants when obtaining feedback during service reviews. CSC has oversight of Community Engagement Budget and related activities.

Criteria 3 - Business and Strategy	BCT Comment
<p>3.1 Residents are meaningfully engaged in the co-creation, monitoring and review of the organisation's engagement strategy to make sure it delivers clear impact and value</p>	<p>The BCT Tenant Engagement Framework (TEF) is aligned to the Engagement Strategy agreed by Board and it is reviewed on a 3 year cycle. CSC will lead a review of the TEF in 2021.</p>
<p>3.2 Residents are meaningfully engaged in the development, monitoring and review of the organisation's policy; service; budget and strategic development</p>	<p>Strategic development of BCT for 2020/25 was heavily consulted upon during 2019 to ascertain customer priorities and objectives. The BCT investment programme and budget were reviewed and changes were made as a result of the engagement.</p>
<p>3.3 Residents and staff are clear of the purpose and intended outcomes of all engagement activities with clear explanations of the time needed and their level of influence</p>	<p>Two of the BCT strategic objectives are to "Contribute to a Thriving Byker" and "To sustain the community ethos". A published corporate plan action plan sets out engagement actions in relation to these objectives plus progress which is reported quarterly to Board and the report published online. Engagement activities and outcomes are highlighted as part of news updates, newsletters, annual report to tenants, CSC, TARA meetings and at the annual tenants conference.</p>
<p>3.4 Residents are meaningfully engaged in the procurement of services where appropriate</p>	<p>Board members involved with procurement exercises. Tenant Board Members are invited to be part of all large procurement exercises. CSC and service users involved with Security and Cleaning Services review and procurement exercise.</p>
<p>3.5 The organisation has a clear and publicly stated plan for engaging residents in its building safety responsibilities</p>	<p>Information relating to health and safety is reported to Board and these reports are publicly available. There is a page on the BCT website dedicated to keeping tenants safe in their home. FRAs are published online and progress updates are provided quarterly. Every tenant receives fire safety advice.</p>
<p>3.6 There is an agreed time frame to ensure that all engagement activities provide enough time to hear and consider resident views</p>	<p>BCT adopt different consultation methods and time frames depending on the subject. For example, the Environmental Upgrade lasted a number of months and used various consultation methods, including interactive maps. Allocated times slots for engagement events, presentations and other activities always allow time for questions or for residents to openly air their views.</p>
<p>3.7 There is a clear and consistent method for reporting back to residents how their views have been considered in all engagement activities.</p>	<p>BCT Board reports available on Website CSC reviews communications and considers the most appropriate methods to communicate to tenants and residents. Byker News includes a "you said, we did" section.</p>

Criteria 4 - Complaints	BCT Comment
<p>4.1 There is a clear, accessible and widely publicised complaints policy and process designed with residents, that shows the key timescales, routes for redress and how to access help and support</p>	<p>CSC led review of BCT Complaints and Compliments Policy and Procedure agreed by BCT Board in November 2019.</p> <p>Policy is published on the BCT website and promoted in BCT reception along with complaints performance.</p>
<p>4.2 The organisation ensures information on the Housing Ombudsman is readily available for all residents</p>	<p>Included in BCTs complaints information and in the staged response letters.</p>
<p>4.3 Complaints are viewed as opportunities to listen, learn and influence change with a culture that assures speaking out will not bring negative consequences</p>	<p>“Learning from complaints review” forms are completed after every complaint.</p> <p>Any learning or opportunity to improve services is considered and implemented where possible.</p>
<p>4.4 Residents are engaged in the continuous learning and development from complaints, with all improvements widely publicised to residents and staff</p>	<p>Complaints performance is published on BCT website and in BCT reception.</p> <p>Complaints performance will also be included in future BCT Performance Scorecards for 2020/21 and reported to BCT Board and CSC quarterly.</p> <p>Future plans will include the publication of complaints information in Byker News.</p>
<p>4.5 Complaints are documented, widely communicated and consistently publicised to all residents and staff</p>	<p>Performance is reported to staff at Team Brief and also published on the staff notice board.</p>
<p>4.6 Residents are regularly engaged in reviewing the complaints handling policy and process.</p>	<p>CSC led review of BCT Complaints and Compliments Policy and Procedure in 2019 and will be reviewed every 3 years.</p>

Criteria 5 – Information and Communication	BCT Comment
<p>5.1 Relevant information is provided to all recognised panels and involved residents in an agreed time frame to allow them to monitor how key organisational objectives are being met</p>	<p>Board and CSC papers are issued a minimum of 7 days in advance.</p> <p>Tenant Board member briefing session available prior to BCT Board with the Chief Executive and Director of Operations.</p> <p>If a Tenant Board member misses a meeting a 1to1 is arranged with them to go through the papers and to offer the chance for them to contribute or put forward their points.</p>
<p>5.2 Information provided is clear and understandable with key points summarised, using an inclusive range of methods and in a format to suit the intended recipient</p>	<p>Performance information is presented using a range of methods in an easy to understand format that was agreed with Board and involved tenants.</p> <p>BCT offer a language translation service for all documents.</p> <p>Customer Communications Group in place that review BCT tenant publications including Byker News and Annual Report.</p>
<p>5.3 In any ad-hoc or specifically focussed engagement activity, information is provided in an agreed time frame before any activity takes place</p>	<p>BCT advertise engagement opportunities on the BCT website, in the front office, community buildings, Byker News and on social media channels.</p>
<p>5.4 The organisations website holds easy to find and useful information on areas such as how to get involved, management, repairs, complaints, performance and the impact made from its resident engagement activities.</p>	<p>All information is available on BCT website.</p> <p>Complaints pages developed with tenants to ensure ease of use.</p> <p>Tenant engagement framework is published on BCT website.</p>

Criteria 6 – Resources for Engagement	BCT Comment
<p>6.1 The organisation provides sufficient resources to deliver effective engagement and residents have the opportunity to influence the decision about the resources made available</p>	<p>BCT employ a dedicated Community Engagement Officer.</p> <p>Community Engagement budget is in place that is used to resource engagement opportunities and CSC.</p> <p>Neighbourhood Housing Officers complete an annual 1-2-1 visit with every tenant to obtain face to face feedback and information.</p> <p>Annual engagement calendar is publicised on the BCT website and in Byker News.</p>
<p>6.2 There is an appropriate system in place for recognition and reimbursement of the time given by residents for engagement activities</p>	<p>BCT offers Board member remuneration and an expenses policy is in place</p> <p>Re-imbursment is provided to assist tenants to attend meetings e.g. taxis for those with mobility issues / childcare costs etc.</p> <p>CSC meetings provided with light refreshments.</p>
<p>6.3 Involved residents are offered timely advice, relevant training and where appropriate, effective mentoring</p>	<p>Training is provided to both Board members and CSC members.</p> <p>BCT have a Board Member Induction Framework and Board Training Plan.</p> <p>Example of training provided would be CSC training delivered by Centre for Public Scrutiny relating to scrutiny reviews.</p>
<p>6.4 Residents are offered opportunities to independently network and gain wider housing sector & policy information</p>	<p>Best practice visits to other organisations are offered as part of CSC reviews.</p> <p>Networking opportunities are available at local seminars and tenant events i.e. NE Tenants Voice.</p>
<p>6.5 All staff have an awareness and can describe the benefits resident engagement can bring to the organisation, its residents and the wider community.</p>	<p>BCTs bottom up 'Byker Approach' is understood by all staff.</p> <p>Job descriptions are reflective of a leadership and empowerment approach to engagement.</p> <p>A bespoke appraisal and competency framework exists which supports the leadership and empowerment culture of the organisation.</p> <p>Staff surveys are undertaken to benchmark staff engagement levels.</p>

Criteria 7 - Community and Wider Engagement	BCT Comment
<p>7.1 There is an appropriate menu of opportunities that reflects the resident profile to promote widespread engagement and achieve meaningful outcomes</p>	<p>BCT has implemented the Tenant Engagement Framework to promote widespread and meaningful engagement opportunities at different levels of involvement.</p> <p>Annual 1-2-1 visit completed with every tenant, Annual engagement calendar of activities in place.</p>
<p>7.2 There is a creative and inclusive approach to achieving representation of the resident demographics in all engagement activities</p>	<p>BCT has a number of groups involved in the delivery of the Tenant Engagement Framework, including hard to reach groups and covering the wide demographic that is observed on the Byker Estate.</p>
<p>7.3 Where regeneration or planned improvements takes place, residents will be fully informed and from the start are part of the project planning, delivery and monitoring</p>	<p>Wide scale consultations are undertaken concerning regeneration or planned maintenance improvements. Examples would be the extensive Environmental Upgrade consultation undertaken to understand resident's environmental investment priorities.</p> <p>Four different consultation activities during 2019 to gather customer opinions and priorities to help to inform the future strategy of BCT.</p> <p>Information regarding upcoming regeneration and planned improvements are included in the Annual Report to Tenants and Byker News</p> <p>All tenants involved in planned maintenance improvements receive a home visit and correspondence detailing the timing of improvements to their home</p>
<p>7.4 There is a clear approach to supporting community activity in the communities the organisation has residents</p>	<p>The Thriving Byker Strategy brings together 27 different partners to deliver against range of issues including health, financial inclusion, employment and anti-social behaviour.</p> <p>BCT supports a wide range of community activity covering Tenants and Residents Association and the Byker Children's and Young Peoples Partnership.</p> <p>.</p>
<p>7.5 Community engagement activities support partnership working and provide opportunities to increase understanding of resident and community priorities.</p>	<p>The Thriving Byker Strategy brings together 27 different partners to deliver a wide range of services in Byker which meet community priorities.</p>

Key BCT Byker Community Trust
 CSC Customer Scrutiny Committee
 FRA Fire Risk Assessment