

## **Appendix 1 - Tenant Involvement Activities**

The Tenant Involvement team delivers various activities for and with Oxford City Council tenants & leaseholders. An example these activities are as follows:

### **Scrutiny**

There are ten members in the Tenant Scrutiny Panel (TSP), which consists of nine tenants and one leaseholder. In addition, one tenant is part of the Housing Panel (of the Scrutiny Committee).

The TSP carry out reviews on Oxford City Council Services, but also have the opportunity to be involved in other activities such as meeting with the Head of Service to discuss potential changes and impacts of housing legislation.

Previous TSP reviews have included first time fix (Repairs), the Oxford Standard and an Atkyns Court power outage.

### **Tenants in Touch**

Tenants & Leaseholders are able to influence the content and layout of housing publications, as well as write their own articles for the quarterly Tenants in Touch magazine.

### **System Testing**

Tenants were involved in testing of the new Online Repairs Portal prior to it going live, influencing final design and process.

### **Procurement/Tendering**

Tenants & leaseholders are now involved the procurement process on some projects, helping to evaluate tenders documents and interviewing potential contractors, providing invaluable opinion and insight. To date this has included the Tower Block Refurbishment Programme and the Furnished Tenancy Scheme.

### **Tenant/Leaseholder Interview Panels**

Our tenants & leaseholders now form part of interview panels for vacant housing roles. This has included recent interviews for the Leaseholder Management Officer and the Resident Liaison Coordinator (Tower Block Project).

### **Housing Tours**

The Tenant Involvement team has taken tenants on tours to investigate our new housing developments, as well review alternatives building methods. This has included visits to the new developments at Denny Gardens & Bradlands, plus the Stewart Milne construction factory in Witney and the Building Research Establishment in Watford.

### **Joint Partnership working**

The Involvement teams and tenants of both Oxford City Council and Reading Borough Council are now working together to review best practice and plan joint initiatives.

## **Consultation**

The Tenant Involvement team support corporate projects by carrying out consultation exercises and exhibitions. This has included the Tower Block Refurbishment Project, the Oxford Standard and the Great Estates programme.

## **Annual Tenant & Leaseholder Conference**

The Tenant Involvement team organise and run the Tenant & Leaseholder Conferences. These events provide tenants & leaseholders with an opportunity to be updated on housing issues, meet staff from across the council, receive information on our services and attend theme based workshops.

## **External Conferences**

The tenant Involvement Team take tenants to conferences run by external agencies to increase their awareness of national housing policy, meet tenants from other social landlords and learn about alternative methods of involvement. This has included conferences run by TPAS (Tenant Participation Advisory Service) and ARCH (Association for Retained Council Housing)

## **Local Offers**

Tenants are involved in the generation of Local Offers. The Local Offer Working Group has negotiated measures & targets on Oxford City Council services such as Repairs, Planned Maintenance and Anti-Social Behaviour.

## **Tenant Review Groups**

Tenant Involvement has started to setup focus groups to both learn the workings of and review services such as Repairs, Anti-Social Behaviour, Tenancy Management and the Income Team (Rents) as well as contributing to the Older Persons Housing Review.

## **Secret Shopping**

The Tenant Involvement team manage the Secret Shopping Program. This is a method where by Oxford City Council residents can test our services without our staff being aware. To date Secret Shopping has been carried out on services such as the Contact Centre, Direct Services, Town Hall and the Corporate Service Standards.

## **Budget Reviews**

The Tenant Involvement team set up meetings between tenants and senior managers to discuss the annual review of rent setting and the Housing Revenue Account budgets.

## **Training**

The Tenant Involvement Team deliver direct training to tenants, meeting their personal development needs on topics such as Tenant Involvement, Equality & Diversity, Secret Shopping, Crafts and "Upcycling". Further opportunities are provided for training in different Council service areas, gardening and first aid.

**The Tenant Academy**

The Tenant Involvement team have started to deliver a five week awareness & training programme to tenants of our sheltered housing blocks. A certificate is provided to those tenants who successfully complete this programme.

**Block Representatives**

With the Tower Block Refurbishment project now underway, the team have been recruiting Block Representatives. These are residents who can learn more technical detail about the works, become a contact the contractor can seek views from and a resident who can become a support to their neighbours as well as a local voice.

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