

Appendix 5 – Involvement Focus for 2016-17

In addition to their day to day work, in 2016-17 the Tenant Involvement team will put additional investment in the following:

Virtual Involvement

This is a term used to describe involvement that can be more flexible and less time consuming for our tenants & leaseholders.

By providing our tenants & leaseholders with the opportunity to get involved at a time and location that is suitable to them, we will increase the number of residents that are able to be involved, providing more feedback on our services and areas for improvement.

Examples of Virtual Involvement include online video training, online and mobile phone surveys, social media dialogue and use of phone applications.

Tenant Involvement Review Group

Where tenant & leaseholder Review Groups exist for other Oxford City Council Services, the aim is to establish something similar for Tenant Involvement. Such a group will review the involvement policies, incentives, expenditure and the Tenant & Resident Involvement Strategy. The group will also negotiate measures to continually monitor the effectiveness and impact of Tenant Involvement activities.

Housing Development

Tenant Housing Tours have been a great success and their feedback on newly built council homes has been extremely useful. In an effort to deliver well designed and practical homes for the future, there is real benefit in involving our tenants at a much earlier stage. This will not only include influencing the build method, but also the internal layout of homes and the type and quality of fixtures and fittings used.

Operational Activities

Throughout 2016 and 2017, the Tenant Involvement Team will be active in a number of high profile projects and area improvement initiatives, such as continuing to support the Tower Block project, the Great Estates Programme and delivering effective consultation to residents on the major improvements planned in Barton.

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