

Road to Improvement
West Lancashire Borough Council's Tenant Involvement Strategy
Executive Summary

Introduction

West Lancashire Borough Councils Tenant Involvement Strategy sets out its commitment to involving tenants. We see tenant involvement as crucial to promoting accountability, providing valued feedback about services and improvement of those services. The past few months has seen a major change in our approach and structures – the next few months will be critical in terms of ensuring that change happens. We see tenant input and ownership of our approach as important with this consultation allowing tenants to contribute, shape and set the strategy. We will listen to tenants and act on that feedback. Our ambition is to involve more tenants, through different ways and with greater input into service delivery than before.

West Lancashire BC values the contribution of tenants in helping improve services. We want more tenants to be involved and in more ways. We will ensure greater tenant input into how we deliver our services. We believe accountability to tenants for our services improves delivery of those services and will welcome and act on tenant feedback. We will let tenants know how their views are being used to influence service.

We will ensure tenants have a wide range of opportunities to be involved. This will include continued support for the Tenants and Residents Forum and Tenant and Resident Associations, the Armchair Army Tenant Reading Group, through Satisfaction Surveys, our Website Group Tenant and new Service Inspectors for voids and repairs. We will also receive and act on Comments, Compliments and Complaints from tenants. We will also start up Local Offer pilots allowing tenants to agree priorities for their community or service.

We will improve services. We will do this through working with tenants through 'tenant led' Service Improvement Groups, setting with tenants targets for service delivery, monitoring our performances and targeting areas of concern to tenants.

Tenants will scrutinise our policies, standards, delivery and complaints. We will do this through a Services Evaluation Group which will ensure that service standards are agreed with tenants, that we have Local Offers that oversees the Tenant Annual Report and deals with handling and learning from tenant complaints.

We will support tenants to carry out these roles. We will do this through guidance and support for tenants including training for tenants, the New Tenant Knowledge Circle, the creation of new Tenant Champions and the adoption of a Tenant Expenses policy so that tenants are not out of pocket.

We will ensure tenants contribute to our housing policies. This will include all major housing policies, tenant priorities for investment, ensure standards for consultation for changes to Sheltered Housing and Supporting People and our approach to equality and diversity covering all tenants.

We will carry out an Annual Review of how well we have worked with tenants. We will compare with other landlords, what difference tenants have made and how we might improve further.

We will communicate effectively with tenants. We want our information to be accessible and easily understood. We will review Home Front News, continue to develop the web page on tenant involvement, meet with all new tenants and publish a Tenant Involvement Handbook capturing all opportunities for tenants to be involved.

We will provide resources to support the above. We have introduced two new staff making three full time staff working with tenants. We will provide funding to support all involvement and training.