



**BRIGHTON & HOVE  
SEASIDE COMMUNITY  
HOMES**

# **Tenant Engagement Strategy 2022-2025**

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# 1. Introduction

- 1.1. The purpose of Tenant Engagement is to provide useful information and opportunities to tenants, and to provide clear and accessible routes for tenants to be involved in and influence Seaside Homes' service delivery and decision making. Tenant involvement and influence ensures that tenants are able to hold Seaside Homes to account, ensure checks and balances are in place, and provide independent scrutiny with regards to service quality and adherence to standards.
- 1.2. In 2017 the UK Government published the Tenant Involvement and Empowerment Standard, mandating that Registered Providers provide opportunities for tenants to influence and be involved in the decision-making processes of the landlord's policies, strategic priorities, service delivery, and opportunities to scrutinise the landlord's performance. In the wake of the Grenfell Tower fire, the UK Government published the Social Housing White Paper, which sought to embed a culture of continuous improvement in landlords' approach to tenant engagement, and to ensure that landlords do more to draw on and learn from best practice on engagement.
- 1.3. As a temporary accommodation provider, Seaside Homes is not required to adhere to the regulatory standards outlined by the Tenant Involvement and Empowerment Standard, the Social Housing White Paper, or the Regulator of Social Housing. However, Seaside Homes believes that temporary accommodation tenants are equally worthy of the respect, autonomy and influence that these regulations seek to ensure. Seaside Homes is committed to delivering a Tenant Engagement Strategy that creates a culture of mutual respect between landlord and tenants, taking a proactive approach that nurtures a collaborative culture, pre-empting and minimising complaints and tenant dissatisfaction, and driving service improvements and standards.
- 1.4. This strategy addresses how Brighton & Hove Seaside Community Homes (Seaside Homes) will deliver meaningful tenant involvement which allows Seaside Homes' tenants to exert an influence on the policies and services that impact them. By involving tenants, Seaside Homes will make sure that tenants' views and aspirations are heard, listened to, responded to, and acted on. This strategy seeks to ensure that tenants are placed at the heart of service delivery.
- 1.5. Seaside Homes seeks to implement a tenant engagement strategy that meets best practice standards, and to this end Seaside Homes is working with tenant engagement specialists TPAS on achieving TPAS Landlord Accreditation.
- 1.6. Tpas Accreditation is an independent evidence-based accreditation scheme that assesses tenant involvement arrangements. Through completing the rigorous accreditation process, Seaside Homes will demonstrate a commitment to tenant involvement, drive improvements across the organisation, and ensure an effective approach to tenant engagement.

- 1.7. This strategy runs from November 2022 to October 2025 and sets out a range of ways that residents can influence all aspects of how Seaside Homes delivers services to tenants.
- 1.8. In delivering this strategy, Seaside Homes will remain open and accountable to the opinions and input of tenants. Seaside Homes is committed to continuously improving the model for engagement, and this strategy therefore allows room for improvements and developments within the term of this strategy to reflect tenant feedback.

## 2. Aims and Objectives

- 2.1. This strategy aims to ensure that tenants have a key role in influencing the work of Seaside Homes. The main objective of this strategy is to increase and improve residents' involvement and influence on Seaside Homes' service delivery. Our objective for embracing resident involvement is that the residents' input will be used to improve and develop our service to all residents.
- 2.2. This strategy also seeks to enable community building amongst Seaside Homes' tenants and within the local area.
- 2.3. Transparency and accountability are key objectives within this strategy, as these are key precepts for effective resident influence. This strategy aims to ensure the feedback loop is closed and tenants are informed of the impact of their input to ensure that resident involvement feels meaningful, valuable, and rewarding for tenants, as well as benefiting Seaside Homes by driving improvements.
- 2.4. This strategy acknowledges that there are specific challenges to tenant engagement within Temporary Accommodation due to tenants ending their tenancies much sooner than would be expected in Council or Housing Association properties. To account for this, this strategy aims to provide a flexible and fluid approach to resident involvement that allows tenants to engage through one-off or short-term methods, as well as providing longer-term and in-depth methods for involvement. Seaside Homes has developed a range of involvement activities which are designed to take account of the different ways that tenants may want to engage.
- 2.5. This strategy aims to meet the requirements for Tpas accreditation.

## 3. Involvement and Empowerment

- 3.1. Seaside Homes will embed resident involvement in the governance arrangements of the organisation, to ensure that tenants are able to hold the organisation to account on standards for service delivery, strategy, performance and decision making. Seaside Homes will ensure that resident involvement informs the Seaside Homes Board of Trustees' decision making through the following methods:

- 3.1.1 Quarterly Reports will be produced by the Tenant Engagement Co-ordinator encapsulating all of the tenant feedback and input gathered in the preceding quarter and this will be presented to the Board at quarterly Board Meetings. These reports will also be shared with tenants and stakeholders on the Seaside Homes website to ensure transparency and accountability.
  - 3.1.2 An Annual Report will be produced and presented to the Seaside Homes Board which will include the results of the annual tenant satisfaction survey, as well as tenant feedback and the impact from resident engagement across the year. This report will also include Seaside Homes' performance against its stated commitments, how income is being spent, complaints trends, and the risk register (excluding commercially confidential information). A draft of this report will be made available to involved residents prior to its finalisation and tenant input incorporated into the final report. The final report will be made available to all Seaside Homes tenants and stakeholders on the website, and this will be communicated to tenants by email, SMS, social media, and the newsletter.
- 3.2. Seaside Homes will take a flexible and fluid approach to a Tenant Panel that accounts for the nature of Temporary Accommodation tenancies and allows tenants to participate on a one-off, short-term, or long-term basis. Membership of the Tenant Panel will therefore have an open and rolling approach, rather than being a closed group. Tenant Panel meetings will be held at least once a quarter and will be held as face-to-face meetings wherever possible.
- 3.3. Tenant Panel meetings will be an opportunity for tenants to share feedback and opinions on different areas of service delivery and brainstorm possibilities for service improvement and development.
- 3.4. In addition to the Tenant Panel, Seaside Homes will introduce a regular schedule of Tenant Input online surveys which are sent by email to all Seaside Homes tenants who have provided their email addresses. The objective of these surveys will be to gather tenant feedback on different areas of service delivery and satisfaction. Surveys will allow tenants who do not want, or are unable to attend face-to-face meetings to still have their voices heard and their input incorporated into strategic and business decisions. Seaside Homes will send a minimum of one Tenant Input Survey per quarter. These Surveys will also vary in length to account for tenants who are willing and able to provide in depth responses and those who prefer a quicker and easier way to feed back.
- 3.5. Seaside Homes will also introduce specific Tenant Feedback Surveys to capture specific resident experiences that can inform our future service delivery. These will be sent by email and SMS and tenants will be given the opportunity to complete these over the phone where they are impacted by digital exclusion. Tenant Feedback Surveys will include:

- 3.5.1 Welcome Survey: Tenants will be sent an online survey within the first month of their tenancy commencement which will provide an opportunity for tenants to feedback on their satisfaction with the property, their tenancy sign-up experience, and the Seaside Homes Welcome Pack.
  - 3.5.2 Exit Survey: Tenants will be sent an online survey within a month of ending their Seaside Homes tenancy to allow for feedback on their overall experience with Seaside Homes.
  - 3.5.3 Tenant Engagement Scheme Survey: After a resident has used any of our Tenant Engagement Schemes (Gardening, Decorating, or New Possibilities), they will be sent a follow-up survey to feedback on their satisfaction with the scheme.
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- 3.6. Seaside Homes will conduct an annual Tenant Satisfaction Survey modelled on the Tenant Satisfaction Measures published by the Regulator of Social Housing. This will be sent to all current Seaside Homes tenants and a full report will be presented to the Board, including an action plan for how the feedback will be implemented.
  - 3.7. Tenants will be offered an incentive to participate in the tenant surveys through a Survey Prize Draw service. Every completed survey (including Tenant Input, Tenant Feedback, and Annual Tenant Satisfaction surveys) will count as an entry into the Survey Prize Draw and a winner will be drawn on a quarterly basis. The prize will be in the form of shopping vouchers.
  - 3.8. Seaside Homes will provide opportunities for Tenant scrutiny through a Task and Finish model. This model provides more flexibility and fluidity of membership than a closed Scrutiny Panel. Scrutiny Task and Finish Groups will be advertised to all tenants and Seaside Homes will offer, fund, and facilitate external training for tenants aimed at enhancing their knowledge, skills and confidence to equip them to make a full contribution to the Scrutiny Groups. Scrutiny Task and Finish Groups will be offered face-to-face meetings, video call meetings, and online tasks, and the members of the Group will lead on decisions about this. Scrutiny Task and Finish Groups will differ from the Tenant Panel in that they will provide more in-depth and rigorous scrutiny on specific service delivery areas which will include multiple meetings or online tasks on a specific subject. Task and Finish Groups will run on an ad hoc basis, with a minimum of one scrutiny programme running per annum.
  - 3.9. The purpose of the Scrutiny Task and Finish Groups will be to produce evidence based recommendations, suggest improvement to services, increase efficiency and provide robust assessment. Seaside Homes, including our staff and governance functions, welcomes Tenant Scrutiny as a critical friend from an independent resident-led process. Seaside Homes will provide the Scrutiny Group with financial and administrative support, and regulatory and benchmarking information needed to measure performance and make recommendations. Scrutiny Groups will also have the opportunity to ask questions of relevant Seaside Homes staff.

- 3.10. Scrutiny Groups will produce a report to the Board on their findings and a member of the Group will be invited to a Board meeting to present this to the Board. Where a tenant is unable to attend, the report will be presented by Seaside Homes staff on the Groups behalf. The Board will welcome the tenant input and take the Scrutiny Groups recommendations into account in their decision making processes. Where the Board and Seaside Homes staff agree actions informed by Scrutiny reports, this should trigger service changes that are fully implemented.
- 3.11. Tenants involved in Scrutiny will be offered use of the Tpas Tenant Scrutiny Club, an exclusive Tenant Only online space to develop and grow scrutiny skills and which offers opportunities to network with tenants of other housing providers.
- 3.12. Seaside Homes will welcome complaints from tenants as an opportunity to drive positive change. In response to complaints, Seaside Homes will produce a Lessons Learned report and workshop service improvements on a quarterly basis.
- 3.13. Feedback from tenants, including complaints, will be reported to Seaside Homes' Managing Agent where it concerns their service delivery. The Managing Agent will be asked to report on how they have implemented resident input into service improvements.
- 3.14. Seaside Homes will maintain membership of Tpas and will offer all involved residents access to Tpas Connect, a digital community exclusively for tenants where tenants can network with each other, share ideas, and access resources.
- 3.15. Our mixed-method approach to Resident Involvement, and the use of digital engagement, allow for a broader range of engagement and a wider pool of involved tenants. Our aim is to allow tenants to get involved in ways and at levels that suit them.
- 3.16. Seaside Homes will consider providing thank you gifts to residents for participating in involvement activities. Any thank you gifts will be provided in the form of shopping vouchers.
- 3.17. Seaside Homes will provide opportunities for tenants to decide on which service areas the Tenant Panel, Tenant Input Surveys, and Scrutiny Task & Finish Groups advise on. The Board will also be able to request topics for Scrutiny.
- 3.18. Seaside Homes will monitor equality data of involved residents for the purpose of ensuring representative diversity within our resident involvement opportunities. Where the diversity of involved residents is not representative of our tenants, Seaside Homes will engage in proactive recruitment targeting of under-represented groups.
- 3.19. Seaside Homes will regularly signpost tenants to opportunities open to them through Brighton & Hove City Council's Community Engagement service.
- 3.20. Seaside Homes will regularly signpost tenants to local and national tenant consultation opportunities available to them.

- 3.21. Seaside Homes is committed to maintaining flexibility in our resident involvement approaches, and will remain open to adapting how the aims of this strategy are met in light of tenant feedback and input. Seaside Homes will actively seek feedback from tenants on whether the proposed resident involvement methods are accessible, effective and satisfactory, and listen to all residents' ideas about alternative methods of resident involvement throughout the term of this strategy.
- 3.22. Seaside Homes will also remain open to amending this strategy in light of any further regulatory, compliance, or best practice guidance which impacts on our delivery of our tenant engagement service.

## 4. Communication

- 4.1. This strategy aims to increase the level of tenant involvement in our communications to tenants. A principle method of communication is our quarterly newsletter 'Seaside News'. This newsletter will be made available on our website, with a link sent to all tenants by SMS and by email where we have the tenant's email address. Tenants will also be able to request a hardcopy of the newsletter to be sent to them by post.
- 4.2. Tenant involvement in the newsletter will be advertised on the Seaside Homes website, Facebook page, and by SMS and email, as well as being included in each edition of the newsletter.
- 4.3. Tenants are able to contribute to the newsletter in the following ways, tenants:
  - 4.3.1 are given the opportunity to write articles
  - 4.3.2 are given the opportunity to freely advertise any local event they are organising
  - 4.3.3 can submit entries to a Recipe Competition
  - 4.3.4 can submit entries to a Photography Competition
  - 4.3.5 can get involved in the editing, designing, and proof-reading of the newsletter.
- 4.4. Tenants who are involved in the newsletter may receive a thank you gift in the form of shopping vouchers. Tenants will be offered funded external training to support their involvement in the newsletter.
- 4.5. Each newsletter will include information on how tenant feedback has influenced Seaside Homes' service delivery.
- 4.6. The newsletter and/or website will include clear and accessible news from across the housing sector, including any challenges or risks, and changes in regulations or standards.



- 4.7. Seaside Homes will identify the key members of staff responsible for health & safety and adherence to regulations, and communicate this clearly to residents and stakeholders via the website.
- 4.8. Feedback about the newsletter will be encouraged in each edition, and a formal Tenant Feedback Survey will be sent to all tenants on an annual basis to gather feedback on the newsletter to drive improvements.
- 4.9. At the outset of this strategy term, Seaside Homes will implement a review of the Seaside Homes website and roll out an updated website with improved ease of use, navigability, and functionality. This will include the ability to apply for all the Tenant Engagement Schemes directly from the website to encourage more applications. Tenants will still be made aware that they can apply by phone to avoid discouraging tenants who are digitally excluded or who have literacy or language challenges. The updated website will have translation functionality embedded to improve accessibility. Seaside Home will seek tenant feedback about the updated website and use this feedback to implement further changes where necessary.
- 4.10. The Seaside Homes website will be regularly updated and hold information on areas such as governance, compliance, tenant engagement opportunities, management, repairs, complaints, performance, and the impact made from resident involvement activities. The complaints process and the opportunity for recourse through the Local Government Ombudsman will be clearly communicated to tenants on the website and periodically included in the newsletter.
- 4.11. The Seaside Homes website will maintain up to date information on health and safety performance data and Seaside Homes will provide regular assurance to tenants about how we keep them safe in their homes and how we meet the regulatory and legal requirements.
- 4.12. Seaside Homes will maintain a Facebook Page to engage tenants through social media. Seaside Homes will post regular updates on the Facebook Page about free or low-cost opportunities, events, support, and training provided by Seaside Homes or by other local organisations. This information will also be shared on the Seaside Homes website.
- 4.13. Seaside Homes will continue to provide a Short Messaging Service (SMS). SMS provides a direct and accessible way to communicate to tenants who may not use the website, email, or social media, or who may prefer to receive information by text straight to their phone. Tenants are able to specify what they wish to receive texts about, and these are currently grouped into:
  - 4.14.1 Free Monthly Prize Draw
  - 4.14.2 50+ persons activities
  - 4.14.3 Money and Benefits advice signposting and news
  - 4.14.4 Kids activities
  - 4.14.5 Teens activities and training

- 4.14.6 Training opportunities
- 4.14.7 BAME events and signposting
- 4.14.8 Disability Matters events and signposting
- 4.14.9 Resident Involvement opportunities

- 4.14. Seaside Homes will comply with GDPR in all direct communications with tenants; tenants will be asked for their consent before being added to the SMS groups. Seaside Homes will ensure that blanket communications sent to all tenants comply with legitimate interest, contract fulfilment, or legal requirement under GDPR.

## 5. Community Investment

- 5.1. Seaside Homes will offer three core community investment offers to tenants:

- 5.1.1 Decorating Scheme: This scheme is designed to provide B&Q Decorating vouchers to residents to help with the maintenance of the decoration of their home. This scheme also offers additional support to residents who, due to disability or ill health, cannot maintain the decoration of their home themselves.

- 5.1.2 Gardening Scheme: This scheme is designed to offer a starter pack of gardening tools to those residents who have the responsibility of maintaining a garden. This will not include power tools. This scheme also offers additional support to residents who, due to disability or ill health, cannot maintain their garden themselves.

- 5.1.3 The New Possibilities Programme: This service is designed to help break down the practical barriers that can prevent our tenants from taking part in activities or education that will have a positive impact on the happiness and wellbeing of themselves and their families. The programme reflects the national “Five Ways to Wellbeing” campaign that has been adopted locally by the NHS and Brighton & Hove City Council. Tenants are invited to apply for funding to cover the cost of an activity that is linked to the “Five Ways to Wellbeing”.

- 5.2. Seaside Homes will also offer a free monthly prize draw to tenants on the website, with tenants answering a multiple choice question to enter the draw. Tenants will also be able to enter the prize draw by SMS to maximise accessibility. The purpose of the prize draw is to encourage tenants to regularly visit the Seaside Homes website, or engage with the SMS service, to enable signposting to other community investment and resident involvement opportunities.

- 5.3. Seaside Homes will offer funding and administrative support to tenants who want to set up a Seaside Homes community group. This may include a book club, knitting group, jogging group, etc. Seaside Homes will advertise this opportunity regularly on the website, Facebook Group, SMS, and the newsletter.

- 5.4. Seaside Homes will regularly provide information and signposting about local (or remote) training opportunities available to tenants and offer financial support in the form of transport costs and funding towards to cost of the course. This will particularly include training provided by Tpas.
- 5.5. Seaside Homes will provide opportunities for tenants to attend housing conferences and networking events, covering transport costs and funding attendance costs.

## **6. Resources**

- 6.1. Seaside Homes will provide sufficient resources to deliver this Tenant Engagement strategy effectively.
- 6.2. Seaside Homes will review the resource commitment to Tenant Engagement on an annual basis to ensure the that the resources allocated remain sufficient.
- 6.3. Seaside Homes will invite tenant participation in the budget setting process for Tenant Engagement.
- 6.4. Seaside Homes may provide thank you gifts to involved tenants in recognition of their contribution in providing feedback and scrutiny.
- 6.5. Seaside Homes will offer tenants external training opportunities to best facilitate tenant involvement and participation, as well as networking opportunities and access to online resources.
- 6.6. All Seaside Homes staff will be invited to read the quarterly newsletter, the quarterly tenant engagement reports, scrutiny reports, and the annual report to ensure that the organisation is aware of and committed to the benefits of tenant engagement.
- 6.7. The Tenant Engagement Co-ordinator will participate in the Tpas Connect national online forum of tenant engagement workers to utilise the resources, best practice, and innovation shared. The Co-ordinator will also attend relevant conferences and training courses to ensure that Seaside Homes remains at the forefront of sector innovation, development and best practice.
- 6.8. The Tenant Engagement Co-ordinator will network with other housing providers in Brighton and Hove to share ideas and work together to overcome challenges and drive improvements.

## **7. Outcomes and Performance Indicators**

- 7.1. Impact analysis will be primarily captured in quarterly Tenant Engagement reports and the Annual Report. These reports will be presented to the Seaside Homes Board, distributed to Seaside Homes staff, and made available to tenants on our website.

7.2. Seaside Homes will adopt the following Key Performance Indicators (KPIs) to monitor performance on a quarterly basis:

- 7.2.1 Number of residents signed up to the SMS service
- 7.2.2 Number of tenant email addresses held
- 7.2.3 Number of SMS alerts sent
- 7.2.4 Number of tenant feedback responses received from Transactional Surveys
- 7.2.5 Number of tenant feedback responses received from Input Surveys
- 7.2.6 Number of residents responding to Annual Tenant Satisfaction Survey
- 7.2.7 Number of residents attending Tenant Panel Meetings
- 7.2.8 Number of residents participating in Scrutiny Task & Finish Group activities
- 7.2.9 Number of visitors to the website
- 7.2.10 Number of tenant contributions to the newsletter
- 7.2.11 Number of successful applications to the Decorating Scheme
- 7.2.12 Number of successful applications to the Gardening Scheme
- 7.2.13 Number of successful applications to the New Possibilities Programme
- 7.2.14 Number of tenants following the Seaside Homes Facebook Page

7.3. Performance against KPIs will be reported in the quarterly Tenant Engagement report and the Annual report and be made easily available to residents and stakeholders on the Seaside Homes website to promote accountability and transparency.

7.4. Tenants will be invited to feedback on and shape the Annual Report before publication to ensure it reflects tenants' areas of interest and standards of transparency. Tenant input will be incorporated into the Annual Report.

## 8. Appendix 1: Seaside Homes Tenant Participation Action Plan

### Aim 1: Ensure that tenants have a key role in influencing the work of Seaside Homes

What	When	Who	Outcomes
<b>Objective 1.1</b>			
We will seek views on tenant satisfaction by means of an annual survey	Annually	Tenant Engagement Co-ordinator	<ul style="list-style-type: none"> <li>All feedback from tenants will be workshopped with Seaside staff and an action plan developed</li> <li>Where relevant, feedback will be reported to our Managing Agents and we will request an action plan</li> <li>We will communicate with tenants how we have considered and/or implemented their feedback</li> </ul>
<b>Objective 1.2</b>			
Tenant Panel: We will organise meetings open to all tenants to discuss service delivery	Quarterly	Tenant Engagement Co-ordinator Office Manager	<ul style="list-style-type: none"> <li>All input from tenants will be workshopped with Seaside staff and an action plan developed</li> <li>Where relevant, feedback will be reported to our Managing Agents and we will request an action plan</li> <li>We will communicate with tenants how we have considered and/or implemented their input</li> </ul>
<b>Objective 1.3</b>			
We will gather tenant views and input by means of one-off and transactional online surveys	Ongoing	Tenant Engagement Co-ordinator Office Manager	<ul style="list-style-type: none"> <li>All input from tenants will be workshopped with Seaside staff and an action plan developed</li> <li>Where relevant, feedback will be reported to our Managing Agents and we will request an action plan</li> <li>We will communicate with tenants how we have considered and/or implemented their input</li> </ul>
<b>Objective 1.4</b>			
We will facilitate in-depth tenant scrutiny of Seaside Homes through tenant task and finish groups	Annually	Tenant Engagement Co-ordinator	<ul style="list-style-type: none"> <li>Tenants will scrutinise Seaside service delivery, policy and performance and provide feedback and suggestions.</li> <li>Seaside will offer to arrange and fund training for tenants to</li> </ul>

			<p>support them in their scrutiny work.</p> <ul style="list-style-type: none"> <li>• All input from tenants will be workshopped with Seaside staff, and where relevant our Managing Agents, and an action plan developed.</li> <li>• We will communicate with tenants how we have considered and/or implemented their input.</li> </ul>
<b>Objective 1.5</b>			
We will provide routes into Governance for tenant participation	Quarterly	Tenant Engagement Co-ordinator Seaside Homes Board of Trustees	<ul style="list-style-type: none"> <li>• Input, feedback and suggestions from all methods of tenant participation will be reported to the Board of Trustees at quarterly Board meetings by the Tenant Engagement Co-ordinator.</li> <li>• Trustees will take tenant input into consideration when making decisions.</li> <li>• Trustees will provide explanation where they choose not to implement tenant suggestions, and this will be communicated to tenants by the Tenant Engagement Co-ordinator.</li> </ul>

**Aim 2: Enable community building amongst Seaside Homes' tenants and within the local area**

What	When	Who	Outcomes
<b>Objective 2.1</b>			
We will produce a Newsletter with contributions from tenants and information about local opportunities	Quarterly	Tenant Engagement Co-ordinator	<ul style="list-style-type: none"> <li>• Tenants are able to communicate with one another through contributing articles and communications to the Newsletter.</li> <li>• Tenants are able to raise awareness of any local groups or events they are involved in.</li> <li>• Increasing readership and building a sense of a coherent community that tenants are part of and contributing to.</li> </ul>
<b>Objective 2.2</b>			
We will raise awareness of our offer of support	Ongoing	Tenant Engagement Co-ordinator	<ul style="list-style-type: none"> <li>• Tenants have the administrative support and funding from Seaside Homes necessary to set up and maintain tenant community</li> </ul>

for tenant-led community groups			<p>groups (i.e. a book club, jogging group, etc).</p> <ul style="list-style-type: none"> <li>Tenants will be aware of this opportunity as it will be communicated through the website, Newsletter, Facebook, and direct communications (email and SMS).</li> </ul>
<b>Objective 2.3</b>			
We will raise awareness of local support services, events, and training opportunities to tenants	Ongoing	Tenant Engagement Co-ordinator	<ul style="list-style-type: none"> <li>Tenants can easily and regularly find opportunities to engage in their local community on the Seaside Homes website, Facebook, and Newsletter.</li> <li>Tenants can subscribe to our SMS service to receive texts about opportunities curated to their areas of interest.</li> </ul>
<b>Objective 2.4</b>			
We will provide access to TPAS Connect for involved tenants	Ongoing	Tenant Engagement Co-ordinator	<ul style="list-style-type: none"> <li>Involved tenants will be given access to the TPAS Connect site, facilitate networking between Seaside Homes tenants, and to access a national networking site of involved tenants.</li> <li>Tenants will be able to access free resources and training through TPAS Connect.</li> <li>Where involved tenants want to complete paid training or attend paid events/conferences through TPAS Connect, they can request this is paid by Seaside Homes.</li> </ul>

### Aim 3: Provide opportunities for tenants

What	When	Who	Outcome
<b>Objective 3.1</b>			
Provide a decorating scheme to tenants	Ongoing	Tenant Engagement Co-ordinator	<ul style="list-style-type: none"> <li>Provide tenants with the opportunity to receive a B&amp;Q Decorating Voucher to buy supplies to refresh the interior of their homes.</li> <li>Organise and fund decorating works for tenants who are physically unable to complete decorating themselves, and do not have anyone else to support them in this.</li> </ul>
<b>Objective 3.2</b>			

Provide a gardening scheme to tenants	Ongoing	Tenant Engagement Co-ordinator	<ul style="list-style-type: none"> <li>• Provide tenants with the opportunity to receive gardening tools to support them to maintain their private gardens.</li> <li>• Organise and fund garden clearance works for tenants who are physically unable to complete this themselves, and do not have anyone else to support them in this.</li> </ul>
<b>Objective 3.3</b>			
Provide a New Possibilities Programme to tenants	Ongoing	Tenant Engagement Co-ordinator	<ul style="list-style-type: none"> <li>• Break down the practical barriers that can prevent our tenants from taking part in activities or education that will have a positive impact on the happiness and wellbeing of themselves and their families.</li> <li>• Support our tenants to meet their wellbeing needs as reflected in the NHS “Five Ways to Wellbeing” Campaign.</li> </ul>
<b>Objective 3.4</b>			
Offer training opportunities to tenants	Ongoing	Tenant Engagement Co-ordinator	<ul style="list-style-type: none"> <li>• Offer to source and fund training opportunities for tenants that will support them to engage with Seaside Homes tenant participation opportunities, e.g. Editing the Newsletter; Participating in scrutiny groups; Facilitating Tenant meetings, etc.</li> <li>• Fund educational opportunities through our New Possibilities Programme.</li> <li>• Raise awareness of free and low-cost training available locally, including digital inclusion training, ESOL classes, and adult education opportunities.</li> </ul>

**Aim 4: We will practice transparency and be accountable to our tenants and stakeholders**

What	When	Who	Outcomes
<b>Objective 4.1</b>			
We will publish an Annual Report and tenants will be involved in producing the report	Annually	All Seaside staff	<ul style="list-style-type: none"> <li>• We will report on tenant satisfaction, our performance against targets, how income is being spent, complaints trends, health and safety compliance, our risk register, and the impact</li> </ul>



			<p>of our tenant involvement initiatives.</p> <ul style="list-style-type: none"> <li>We will ask tenants for feedback on the report before it is finalised and consider all tenant suggestions.</li> <li>The Annual Report will be publicly available on our website and tenants will be notified when it is published.</li> </ul>
<b>Objective 4.2</b>			
We will clearly communicate our Complaints procedures and information on how to escalate complaints to the Ombudsman	Ongoing	Tenant Engagement Co-ordinator	<ul style="list-style-type: none"> <li>We will reassure tenants that complaints are welcomed as opportunities to improve, and that there will be no negative consequences to complaining.</li> <li>We will include clear information on how to make a complaint in our Tenant Handbook, on our website, and we will regularly include this information in our Newsletter.</li> <li>We will clearly explain that tenants can escalate their complaints to the Local Government Ombudsman.</li> </ul>
<b>Objective 4.3</b>			
We will be transparent about our Health & Safety compliance	Annually	Tenant Engagement Co-ordinator	<ul style="list-style-type: none"> <li>We will publish our Health and Safety compliance statistics on our website and Newsletter annually</li> <li>We will include Health and Safety information in our Annual Report</li> </ul>
<b>Objective 4.4</b>			
We will publish clear information on the roles and responsibilities of senior staff and Trustees	Ongoing	Office Manager	<ul style="list-style-type: none"> <li>We will include the names, bios and photos of Board members on our website and keep this up to date</li> <li>We will share who in the organisation has responsibility for Health and Safety on our website.</li> </ul>

**Aim 5: We will achieve TPAS accreditation**

What	When	Who	Outcomes
<b>Objective 5.1</b>			
We will complete and submit our	Q4 2022-23	Tenant Engagement Co-ordinator	<ul style="list-style-type: none"> <li>Demonstrate where we are meeting the criteria for</li> </ul>

TPAS accreditation self-assessment			accreditation and identify any areas for improvement.
<b>Objective 5.2</b>			
Work closely with TPAS to achieve at least 80% compliance with their standards	Ongoing	Tenant Engagement Co-ordinator	<ul style="list-style-type: none"> <li>• Develop an action plan with TPAS to demonstrate compliance with their tenant engagement standards in order to achieve accreditation.</li> </ul>
<b>Objective 5.3</b>			
Our TPAS Consultancy Manager will conduct an independent assessment	Ongoing	Tenant Engagement Co-ordinator All Seaside staff	<ul style="list-style-type: none"> <li>• Tenant Engagement Co-ordinator will submit an evidence file to the TPAS Consultancy Manager to demonstrate our compliance with TPAS standards.</li> <li>• All Seaside staff will assist the TPAS Consultancy Manager with their assessment and provide all necessary evidence.</li> </ul>
<b>Objective 5.4</b>			
Achieve TPAS accreditation	Ongoing	Tenant Engagement Co-ordinator	<ul style="list-style-type: none"> <li>• Successfully complete the accreditation process with TPAS.</li> <li>• Maintain compliance with TPAS standards.</li> <li>• Communicate to stakeholders our accreditation and how we achieved it.</li> </ul>

## 9. Appendix 2: Tenant Involvement Infographic

### DIGITAL ENGAGEMENT

- Feedback Surveys
- Tenant Input Surveys
- Annual Satisfaction Survey
- Scrutiny Task & Finish



### FACE TO FACE INVOLVEMENT

- Tenants Panel
- Scrutiny Task & Finish



### STAFF

- Annual Report
- Quarterly Tenant Engagement Reports
- Quarterly workshops to implement service improvements



### GOVERNANCE

- Scrutiny Reports presented to Board
- Annual and Quarterly Reports presented to Board
- Influencing Board decision making



### OUTCOMES

- Impact of resident involvement publicised on website and newsletter

