



Get Involved!

Tenant *Involvement* Strategy

**Tenant Involvement
at KNH means we:**

- Listen
- Empower
- Influence
- Engage
- Involve
- Deliver
- Feedback

**Key activities we will
support:**

- Tenant and Leaseholder Panel
- Service Improvement and Challenge Panel
- Tenant and Resident Associations (TRAs)
- Digital Platform
- Neighbourhood Forums, Surgeries, Estate Inspections
- Grants Scheme

**Outcomes that will
evidence our
success:**

- The voice of the tenant is clearly evident in key decisions taken by the Board
- Service improvements are shaped by and reflect the voice of the tenant
- More opportunities for individuals to have a say in the future of their homes and communities
- Increased enrichment of the business and staff through the diverse and collective experiences of our tenants
- More local people coming together around a common purpose to help create successful communities

Impact we will make:

- Tenants will feel they really have a strong voice, are able to influence services, delivery and development and, have an opportunity to develop themselves, their families and their communities

Tenant Involvement at KNH means we will:

- **Listen** to what our tenants are telling us
- Put in place the right support for our tenants to develop their confidence, skills and knowledge so they feel **empowered** to engage effectively with KNH on behalf of themselves, their families and the wider community
- Ensure all tenants have a strong voice and can **influence** key KNH decisions relating to service improvements and performance
- Make sure **engagement** is planned, monitored and measurable with clear outcomes linked to KNH's priorities and Kirklees Council's seven partnership outcomes
- Use a wide and flexible range of **involvement** tools and opportunities to promote fairness and inclusion, recognising that one size does not fit all
- Create opportunities for projects to be **delivered** that utilise the strengths of our tenants and the wider communities and enable individuals to do more for themselves and each other
- Give clear **feedback** on how we have acted upon what tenants tell us and what

Key activities we will support include:

- A **Tenant and Leaseholder Panel** as part of the KNH governance framework ensuring tenants and leaseholders can influence the development of strategies, policies and plans and how the business is run
- A **Service Improvement and Challenge Panel** to ensure tenants and leaseholders can scrutinise services. The panel will hold KNH to account for their decisions and performance. As part of their work the panel will suggest areas where KNH can make improvements
- Ensuring **Tenants and Resident Associations (TRAs)** and our Community Voices representatives can continue to operate across KNH estates, providing information, activities and opportunities for tenants, leaseholders and residents to be involved, support common goals, build networks and develop new skills
- A new **Digital Platform** to enhance and complement KNH's menu of involvement opportunities. The platform offers a range of tools for tenants, leaseholders, residents and wider stakeholders to engage through social media, online surveys, feedback and other interactive channels. The platform is also used by KNH staff to monitor, measure, analyse and report on the effectiveness of the different approaches
- **Neighbourhood Forums, Surgeries and Estate Inspections** continue to offer face to face engagement opportunities for people to co-design local services, influence neighbourhood plans and help shape local housing priorities
- Promotion of a new **Grant Scheme** incorporating TRA Grants and a Social Investment Fund, that supports tenants who want to design and deliver local activities for and on behalf of people living on KNH estates

Kirklees Council Seven Partnership Outcomes



Children



Healthy



Achievement



Safe & cohesive



Economic



Clean & green



Independent