



Each district in the city has a dedicated Tenant Participation Officer (TPO) responsible for supporting all tenants who get involved with the Housing Service. The TPO can:

- Support and advise on how to get involved and then support when involved
- Arrange transport or child care to events or meetings
- Arrange any out of pocket expenses
- Arrange training to suit your needs
- Update you on what is happening in the city and your area
- Facilitate contact with other officers and teams across the council

Monitoring and Review

We want you to have your say and influence the development of services that you receive from Birmingham City Council. We therefore ensure that we regularly assess how effective our methods are for involving tenants.

To find out more about getting involved you can visit our web pages at https://www.birmingham.gov.uk/info/50008/housing_groups_associations_and_boards
Or email residentinvolvement@birmingham.gov.uk



TENANT ENGAGEMENT: MISSION STATEMENT.



Introduction

Tenant engagement is at the heart of everything we do. We strongly believe that our tenants should have a real opportunity to influence and shape the services they receive from Birmingham City Council. This ethos underpins our approach to tenant engagement set out in the statement below, the structure of engagement activities on offer, and our commitment to improving and creating new opportunities for tenants to get involved.

By developing an inclusive and sustainable tenant engagement structure we will enable our tenants to hold us to account by monitoring and scrutinising our performance and behaviour, identifying areas for improvement and helping to improve the services they receive.

By working together we can deliver a first class housing service, second to none!



What is Co-regulation?

Co-regulation is where tenants and landlords work together to monitor standards to achieve continuous improvement in the services tenants receive.

Co-regulation is about giving tenants a real opportunity to influence and shape services to reflect local priorities.

Co-regulation is founded upon the principles of transparency and accountability, giving tenants the ability to hold their landlord to account and deliver opportunities to bring about real services improvements.

Co-regulation is an essential ingredient of tenant scrutiny and we intend to further enhance the role of our tenants in monitoring and scrutinising landlord performance at every level as outlined in our 'how to get involved' document.

To achieve this we will develop the skills and capacity of our tenants to enable you to play a full and active role.

Tenant Control

Tenant control is offering opportunities and support to tenants to get formally involved with the running of housing services and potentially take over the management.

Tenant control brings local accountability and decision making to the forefront.

Tenant Control offers tenants the opportunity to get involved in decision-making.

Why Get Involved?

We are committed to making sure that our tenants are happy with the services they receive from us. To help us achieve this, we aim to give our tenants as many opportunities as possible to influence, monitor and scrutinise our services. These are summarised in our how to get involved document.

By providing different ways for our tenants to get involved and contribute their views we can work together to identify problems and make service improvements that are not only effective but are what tenants really want!

As well as working towards improving the services you receive, by getting involved you will also have the opportunity to:

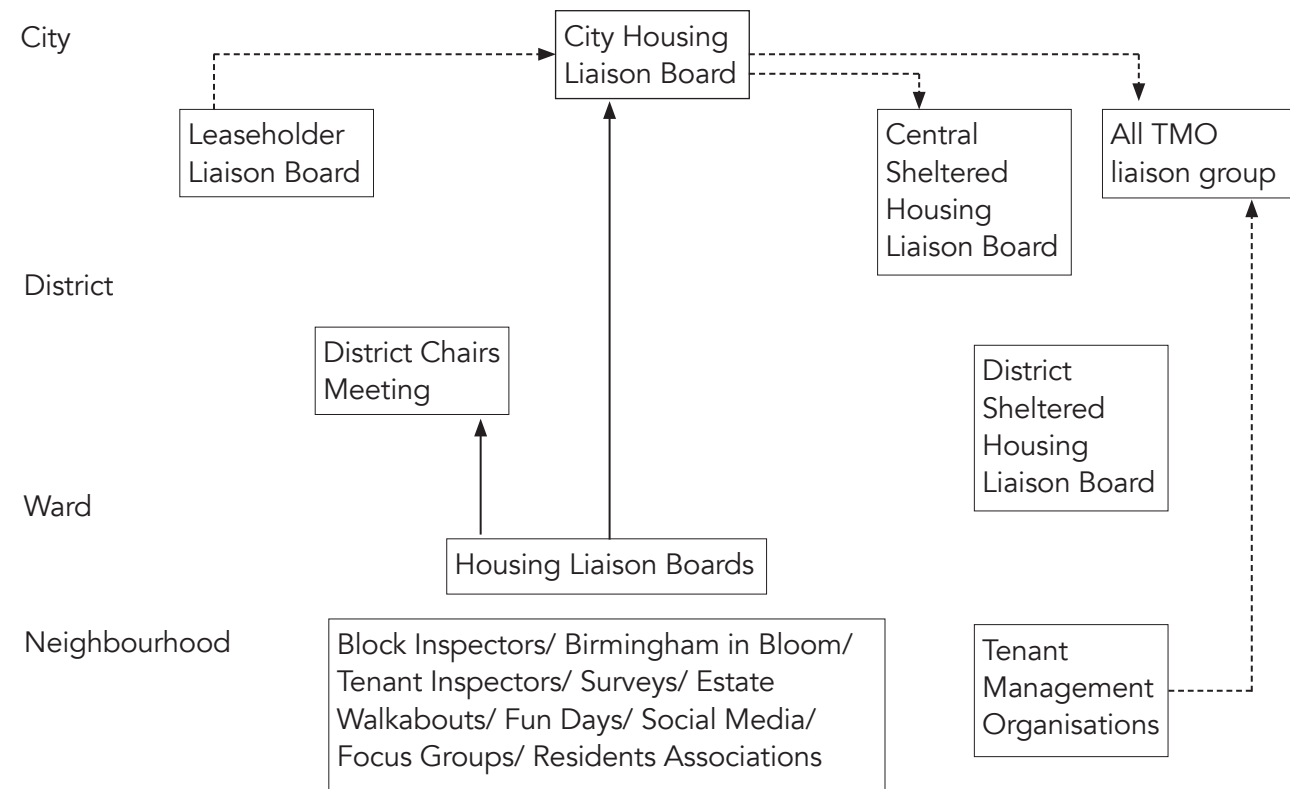
- Meet new people and make new friendships
- Learn new skills and build your confidence
- Access training and accredited courses
- Enhance your CV
- Make a real difference to the neighbourhood you live in
- Improve the services you receive from your Landlord
- Network with other tenants to share best practice

Housing Liaison Board Movement

The current structure of engagement supports the Housing Liaison Board movement as the central means for co-regulation of the Landlord Services. These groups provide tenants with a real opportunity to shape the tailoring of services to reflect local priorities. They will hold our housing service to account by monitoring performance, scrutinising services and influencing local decisions, which gives tenants a real say over the design, delivery and assessment of services at a local level, and discuss city-wide initiatives and policy at the central group, the City Housing Liaison Board (CHLB).

Birmingham is proud of its strong and successful history of tenant engagement. In October 2018 we celebrated 25 years of

the Housing Liaison Board (HLB) movement by holding a special event at the ICC to recognise the hard work of tenant representatives. Around 200 tenants, leaseholders, staff and elected members attended the ceremony, where over 50 longstanding tenant volunteers were awarded certificates in recognition to their dedication to tenant engagement. The tenants and leaseholders who are currently engaged bring very considerable commitment and skills that drive service improvement. They are also active in the continuing process of getting new tenants involved in an increasingly diverse range of ways. For further information on the Housing Liaison Board movement, please see the 'Guide for Housing Liaison Boards' and 'Kitemark Criteria' documents.



Our Vision, Objectives and Approach

Our vision is to: ...provide services that are responsive to the needs and expectations of our tenants by taking account of their views in decisions on the design, delivery and performance of services...'

We believe it is important that tenants and leaseholders have a real opportunity to scrutinise our performance, influence service delivery and shape service improvements. To do this, we will make sure tenants have the skills and capacity to ensure engagement and scrutiny are effective and they have a real chance to shape the tailoring or service to reflect local priorities.

To help us realise this vision we are committed to achieving the following objectives:

1. Providing all tenants with the opportunity to participate in the design, management and performance of services through a mechanism of their choice.
2. Having regard for tenant views in making key decisions on the design and delivery of services.
3. Ensuring that tenants participating through a variety of mechanisms are representative of the tenant population.
4. That tenants have a real say on their local housing services; in shaping new provision homes, repairs and improvements of homes and allocations and management of homes.
5. Helping tenants make positive improvements to the quality of their local neighbourhood by influencing and improving access to a wider range of local services.

These objectives will be achieved by establishing the most effective structure for tenant engagement, the central aim of which is to;

1. Facilitate a representative and inclusive tenant engagement structure that contributes to tackling inequality and promotes social inclusion.
2. Retain the considerable commitment and experience of tenants currently engaged and recognise that they are actively engaged through self-constituting organisations.
3. Provide flexibility to shape engagement structures to reflect local circumstances.



Background

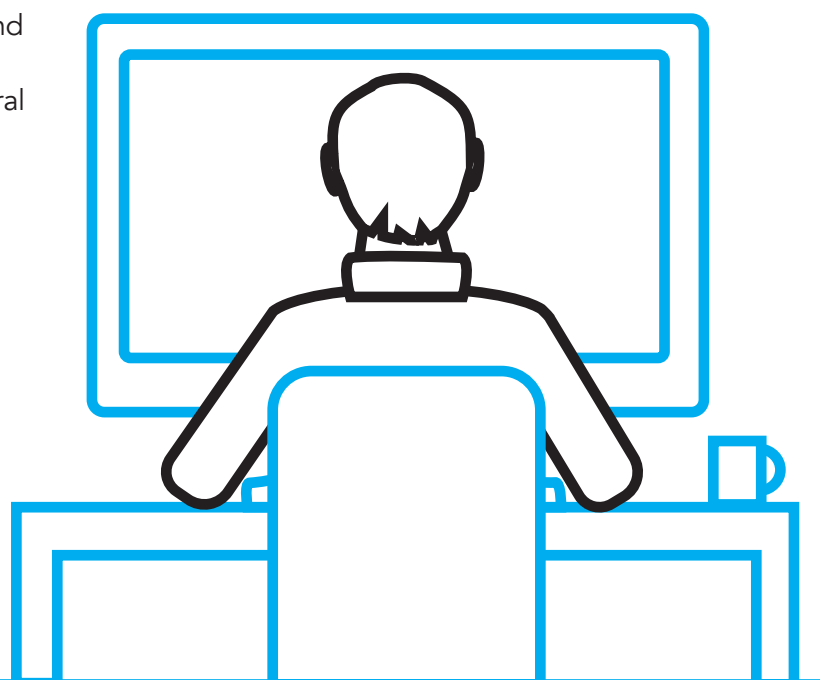
Our approach to tenant engagement is based on meeting the regulatory framework for social housing providers and our commitment to a stronger tenant engagement structure. This commitment is explained below but provides the backdrop to our vision to strengthen the council's accountability to its tenants by creating and improving opportunities for tenants to get involved and formulate and make decisions about housing related policies and plans.

Influences on Tenant Engagement

We offer a range of engagement activities for tenants to get involved. The activities were designed in response to regulatory standards for social housing providers as set out by the Homes and Communities Agency. The Council must therefore comply with the regulators standards, which include the requirement for co-regulation; where landlords, the regulator and tenants work together to set, monitor and ensure that standards are met. The Tenant Engagement service is also affected by central government recommendations, reports, and green/white papers. As new legislation is introduced, we reassess our engagement structure to ensure up to date best practice.

Making Buildings Safer- Working with Tenants

The Grenfell tragedy saw recommendations for the Tenant Engagement service through the Hackitt Review and the Social Housing Green Paper. In anticipation of future changes to legislation, the Tenant Engagement service will look to develop new means of widening participation and collaborative working with the housing service. Birmingham City Council are committed to ensuring the safety of tenants living in our tower blocks, Therefore we are working towards proactively sharing information on the maintenance and asset management of the block where you live. With this in mind we will be developing a tenant engagement strategy which will clearly outline how we will share this information and how tenants can get involved in decision-making on changes which may impact on safety. Regular updates will be provided as this work progresses.



Birmingham wards and constituencies

