

Investing in Involvement Statement



Hull City Council has been recognised as the leading local authority social landlord nationally for tenant Involvement

Introduction

This statement explains how tenant involvement is an essential business tool enabling Hull City Council to achieve value for money and deliver improvements across Housing Services.

Hull City Council currently has approximately 25,000 homes. In consultation with tenants, Hull has developed a broad tenant involvement structure to empower tenants to have their say on the housing services they receive.

Outcomes

As well as offering excellent value for money, tenant Involvement in Hull has delivered a successful range of outcomes, for example:

Housemark

The Housemark core benchmarking summary 2014/15 ranked Hull 11th out of 304 social housing providers for low cost. This is an increase in performance from the previous year (2013/14) when we were 16th out of the same 304 housing providers due to a £2.16 reduction in housing management costs per property. Our current ranking places Hull City Council's tenant involvement in the top quartile for value for money in service delivery.

STAR

The STAR (Survey of Tenants and Residents) results for 2015/16 show that 76.2 % of tenants are satisfied with the opportunities Hull City Council gives them to make their views known, which compares favourably with other social landlords.

TPAS

In 2015 Hull City Council tenant involvement became the first local authority landlord partnership to pass all 17 modules of the TPAS Accreditation Process for the 3rd time, being acknowledged as the leading local authority landlord nationally within tenant involvement.

What does Hull City Council put in?

To comply with the regulatory standards Hull City Council housing has a modest budget for direct costs to fund the tenant participation team and a successful involvement structure.



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Hulls landlord partnership has delivered a great deal, including:



Improving Services and ensuring value for money..

- Over 2,000 tenant volunteers took part in various activities during 2015/16 including attending over 150 meetings and dedicating 3,500 hours of their time to help deliver improvements across all areas of housing services
- Giving tenants influence over housing services and working in partnership towards improvement has led to over £300,000 of direct savings, including £100,000 from a review of caretaking and £70,000 from a scrutiny review of Customer Services.
- Ensuring tenant involvement at every level of the service maximises efficiency of our business. For example in 2015/16, as a result of tenants and the Council working together, we recorded efficiencies totalling £918,829.



Achieving a quality housing service which tenants value..

- 119 Patchwalks over the 7 areas of Hull have been undertaken by tenants resulting in 226 service requests
- 151 home Standard Inspections have been completed by tenants ensuring the home standard is achieved for new tenants and contract requirements are met.
- Tenants continue their Benchmarking project which scrutinises services received by occupants in Multi-Storey flats and gathers tenant satisfaction which contributes to annual performance information.



Empowerment of tenants and residents to enable an effective partnership..

- The Tenants Housing Academy now has 180 graduates and was adapted for the Learning Disability Focus group which was shortlisted for a Regional TPAS award in early 2016.
- 17 training courses have been delivered in various topics, these training opportunities are helping our tenants to shape our housing services more effectively as well as developing transferable skills they can use outside of tenant involvement.

Social Value Outcomes

Numerous involved tenants give shining examples of why volunteering with their Housing Service helps them with regards to their health and well-being including reducing social isolation. These outcomes are financially unquantifiable, but deliver excellent benefits to the individual. One example Robin, who became involved a year ago, said:

'Being part of the team has made a massive difference, when I was inducted I was on crutches because of my Parkinson's but being involved helps my brain, I now take part in activities unaided. Without being involved I would be sat looking at 4 walls at home'

What does the future hold for Tenant Involvement in Hull?

Hull City Council ensures Tenant Involvement is embedded throughout the service and evaluated in many ways to ensure that Hull continues to deliver a quality service which meets our customers' needs.

As always, service improvement is high on our agenda. We believe that by emphasising the importance of and extending tenant involvement, our services will continue to improve, deliver greater value for money, highlight cost savings and ensure social value across all our activities.