



Tenants Leading Change

Investing in Involvement

An accessible framework
for identifying the benefits
of tenant involvement



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Investing in Involvement is an accessible framework for tenants and employees in Registered Provider landlords to identify the benefits deriving from tenant involvement.

Involving tenants is part of a good landlord's core business. If it is done well, it can produce considerable business benefits.

This was found in two Government funded Tenants Leading Change reports . Both reports identified that investing in tenant involvement can produce financial, service, social and community benefits. An Investment not a Cost also particularly identified that “the housing sector needs to be doing much more to identify and publicise the business and other benefits that derive from involvement”.

Investing in Involvement Statements are accessible and commonly accepted statements of benefits. They will demonstrate to tenants, employees, governing body members, the housing sector, MPs, councillors, the regulator and others that there are good business reasons to involve tenants in service delivery, value for money discussions and other activities.

A summary of an Investing in Involvement Statement

The questions below are a summary of what an Investing in Involvement Statement responds to. Further information on producing an Investing in Involvement Statement is set out in Investing in Involvement.

1 Introduction

- What are the general aims of involving tenants in the landlord? Why does the landlord involve tenants? What are the intended outcomes?
- What are the keys ways that the landlord involves tenants?
- What is the purpose of the Investing in Involvement Statement? Who is it aimed at? How has the statement been produced?

2 The period covered by the statement

- What is the period covered by the statement?
- Does the period relate to specific changes that were made to tenant involvement or other changes in the landlord?

3 A statement of the resources used

- What resources are used to support tenant involvement?

4 A statement of the outcomes achieved

– outcome questions are grouped as follows:

Benefits of involvement Areas	Questions As a result of involvement, what ...
Cost savings	... cost savings have been made?
Tenant satisfaction	... what improvements have there been to tenant satisfaction?
Service improvements	... what services have been improved?
Social dividend and community benefits	... what wider social and community benefits have been developed?
Individual benefits	... benefits have there been for the individuals involved?
Benefits for employees	... what benefits have there been for employees as a result of involvement?

5 What has been learnt? What might change?

- What has been learnt from producing the Statement?
- As a result of it, what areas of tenant involvement, if any, will be changed to make sure that resources input deliver more benefits for tenants, employees and the landlord?
- How will the Investing in Involvement Statement be used?



Investing in Involvement has been funded by:



Investing in Involvement is supported by:



Tenants Leading Change

Producing an Investing in Involvement Statement

Producing an Investing in Involvement Statement is a balance between producing a statement that is as robust as it can be whilst not involving tenants and employees in considerable additional workload.



It is to be hoped that a lot of the information and evidence that might inform an Investing in Involvement Statement will be already available. Some may have to be gathered and some may need to be estimated. An Investing in Involvement Statement will be more effective and meaningful if a range of stakeholders have participated in considering and agreeing it, possibly including:

- Tenants and other service users
- Employees
- Governing body members
- Other stakeholders
- People who will challenge

Investing in Involvement includes a matrix of benefits that may help organisations to compare outcomes and/or outcomes against resources. It is intended that Investing in Involvement Statements will facilitate peer review, learning and that they will help tenants and employees to improve involvement to produce beneficial outcomes.

For further information, please see the full Investing in Involvement framework, and contact nic@cch.coop or 07947 019287.